

Job Description

Day Support Worker (Supported Housing for Women)

About The Connection

When you work for The Connection, you are part of a life-changing team. We help people sleeping rough in the heart of London. It can be a long journey off the streets, and it is not an easy path. We get to know every individual, so our approach can tailor to what they need. We do not do one size fits all, and we do not give up when things get tough.

Working here means being open-minded, resilient, and pragmatic. It means being willing to go the extra mile and stick with people through thick and thin. It means being part of a team who cares about the individuals we support, and who are creative about finding better ways to help them.

Together with our donors, volunteers, and partners, we are a supportive and vibrant community who are determined to make a real difference. We believe that no one should have to sleep rough on London’s streets and that everyone should get the support they need to find a place to call home.

About the Role

The post holder will undertake 8-hour shifts on a 7-day rota, covering the hours 8am to 8pm. Please be aware that the building has several floors and no lifts.

Located at a 24-hour supported housing service in Clapham, we provide high quality self-contained accommodation for 15 women who have experienced homelessness and multiple disadvantage. The aim of the service is to provide a therapeutic environment in which women feel safe and can flourish, enabling them to move on into independent, permanent accommodation. The accommodation also includes overnight safe spaces.

In this role, you will provide support to all the women, including running co-designed activities and accompanying women to appointments. You will work closely with Specialist Support Workers who manage individual resident support and safety plans. You will model person-led, psychological, gender, and culturally informed support, will be skilled at building trust and you will be a great team player.

Responsible to:	Service Manager/ Team Leader
Liaison with:	Drug and Alcohol Services, Health Services, voluntary organisations, Outreach services
Job Purpose:	<ul style="list-style-type: none"> • Provide support to women living in the project, responding proactively to needs as well as following direction from their key workers. • Be the Duty Lead for shifts, ensuring that all routine and diarised tasks are assigned and completed. • Organise and deliver co-designed activities. • Contribute positively to the team and to the delivery of a psychologically informed environment.

Salary	Scale Points 7-17: £28,377-£32,853 for 35 hours per week (starting at the bottom of the scale)
Contract:	Permanent Full-time position 35 hours per week (5 x 8-hour shifts within the hours of 8am to 8pm, including a 1-hour unpaid break per shift) Monday to Sunday

Responsibilities

1 Deliver support

- Be the Duty Lead for shifts, ensuring that all routine and diarised tasks are assigned and completed.
- Provide direct support to women living in the project, responding proactively to needs as well as following direction from their key workers. This could include introducing them to local services, chatting through their plans for the day, help to complete forms and giving wake-up calls in the morning so that residents can get ready to attend any appointments that day.
- Organise and deliver a range of co-designed activities and encourage residents' participation.
- Set up external appointments and accompany residents to the appointments.
- Carry out daily welfare checks.
- Contribute to support planning, risk assessments, risk management and safety planning.
- Manage incidents safely, and escalate and report as appropriate.
- Support resident move ins and move ons from the project.
- Work as a team to support the preparation of a transition into long term accommodation.

2 Maintain high quality supported housing for women

- Contribute to maintaining a clean, safe and welcoming environment.
- Support residents to be proud of and look after their living spaces.
- Carry out weekly room checks and follow up actions.
- Follow processes to report and monitor repairs.
- Support residents to pay rent and service charges.
- Help residents to make Housing Benefit and other welfare benefit claims.
- Act as a fire marshal on shift (as required). Training provided.
- Act as a first aider on shift (as required). Training provided.

3 Record keeping

- Record actions and update records on the client information system, Inform.
- Attend handovers and complete the handover sheet daily.
- Maintain the appointments diary.

4 Contribute towards a highly effective team

- Champion the organisation's values:
 - Engage positively with team learning, reflection, continuous improvement, supervision, training, and team meetings.
 - Engage and support CSTM charity's fundraising activities and coproduction opportunities.
- Comply with all operational policies and procedures related to your work.

The above list of job duties is not exclusive or exhaustive and may be subject to change. The post holder will be required to undertake such tasks as may reasonably be expected within the scope and grading of the post.

Person Specification

Knowledge
An understanding of the causes of homelessness and the needs of women experiencing homelessness
A good knowledge of community resources for people experiencing homelessness
An understanding of Safeguarding and how it would apply in this service
An understanding of psychological, gender, and culturally informed approaches to support women with interconnecting needs
Experience
At least one year providing support to women who experience homelessness
Have worked or lived in a supported housing environment
Organised group activities in a professional or personal capacity
Have worked alongside people using services to create services or projects together (codesign and coproduction)
Skills and Attributes
Able to demonstrate the values-based practice and champion CSTM cultural values, expectations, and behaviour: Being Curious, promoting Psychological Safety, strengthening relational Togetherness, Maintaining, and promoting Motivation
Able to respond compassionately and effectively when responding to women who experience trauma
Able to take the lead when responding to incidents
Able to work effectively as part of a multi-disciplinary team
Is an excellent communicator
Is well-organised and able to manage a varied and challenging workload with a degree of autonomy
Good record keeping and IT skills
Ability to exercise initiative and work under pressure
Able to manage personal and sensitive information about individuals in accordance with CSTM’s policies and procedures and observe the duty of confidentiality
Able to ensure compliance of health and safety policies that meet supported housing standards
Ability and willingness to travel to locations across London
Ability and willingness to work a rota system including weekends, covering 8am – 8pm shift pattern