

Community Homelessness Prevention Lead

Job Description

Are you a client-focused, proactive and compassionate individual with a proven track record of working with vulnerable people who have multiple disadvantages? If so, Hope4 has an exciting opportunity. We are seeking a **Community Homelessness Prevention Lead** to join our team and play a central role in delivering homelessness support services in Rugby. **This post is funded by the Ministry of Housing, Communities and Local Government Ending Homelessness in Communities Fund.** Hope4 aims to end homelessness and food poverty one person at a time and we need an ambitious, compassionate person to help us reach that goal. This is your chance to play a part in the fundamental change we are striving to achieve.

About the role

You will act as Hope4's lead officer for homelessness prevention, coordinating community-based early identification, intervention and partnership responses across Rugby to prevent homelessness before crisis occurs.

You will develop, manage and continuously improve Hope4's Early Warning Network, bringing together statutory, voluntary, housing and community partners to identify people at risk of homelessness as early as possible and ensure timely, effective interventions. Key responsibilities include delivering prevention-focused casework, coordinating multi-agency responses, overseeing digital referral and triage processes, and ensuring individuals receive appropriate support before housing crises develop.

The role will also involve keeping track of projects, how well these services are performing, and the difference they are making. You will set and monitor key targets and results, keep accurate records, and prepare regular reports for senior leaders, funders and partners. You will use data and feedback to spot trends, understand what is working well, suggest improvements, and show the positive impact of Hope4's work to prevent homelessness.

Working closely with partners across the housing, health, community safety and voluntary sectors, you will strengthen local pathways, promote collaborative problem-solving and support a coordinated, preventative approach to homelessness across Rugby.

The role supports Hope4's vision of transforming homelessness services from crisis response to early intervention and prevention. Success will be measured through increased early identification of homelessness risk, successful homelessness prevention outcomes, tenancy sustainment, reduced rough sleeping and crisis presentations, effective partnership

engagement, achievement of agreed KPIs, and the production of high-quality monitoring and impact reports that evidence service effectiveness and inform future service development.

About you

We are looking for an experienced, compassionate and proactive individual with a strong understanding of homelessness and social exclusion. You will have experience supporting people with complex needs, building effective partnerships and delivering person-centred interventions. Above all, you will share Hope4's commitment to preventing homelessness and helping people achieve lasting change.

About Hope4

Hope4 works to address homelessness and food poverty across Rugby through the Hope Centre and Rugby Foodbank. We provide practical support, advice, advocacy and personalised interventions to help people move towards sustainable independence.

The charity was founded on Christian principles by the local churches and works to address homelessness and food poverty in Rugby. Our staff and volunteers support these values and ethos irrespective of belief or background.

Our Values: Community, Compassion, Respect, Integrity, Faith, and Hope

Job Title: Community Homelessness Prevention Lead

Reporting to: Service Delivery Manager

Location: The Hope Centre*, 8 Newbold Road, Rugby, CV21 2LJ. *with some off-site working

Salary range: Full-time, up to £32,000 dependent on experience.

28 days of holiday a year (including bank holidays) plus an additional birthday day off. Holiday entitlement increases a day for each year of service (to a maximum of 5 additional days of holiday after 5 years of service).

Hours: Full time (37.5 hours per week), Monday to Friday. Some evenings, bank holiday or weekend work may be required, and time off is given in lieu of the extra hours worked.

Fixed Term Contract: funding for this post will run until the end of March 2029 and is funded by the Ministry of Housing, Communities and Local Government Ending Homelessness in Communities Fund.



Overall role purpose:

To lead Hope4's community homelessness prevention programme, identifying people at risk of homelessness at the earliest opportunity and coordinating timely interventions that prevent homelessness, tenancy breakdown and rough sleeping.

Key Responsibilities

- Leading Hope4's homelessness prevention service, supporting individuals and households at risk of homelessness.
- Managing a caseload and delivering effective prevention-focused interventions and housing sustainment support.
- Developing and coordinating Hope4's Early Warning Network, increasing early identification of homelessness risk across Rugby.
- Overseeing referral, triage and assessment processes to ensure timely and appropriate responses.
- Building and maintaining effective partnerships with statutory, voluntary and community organisations.
- Promoting lived experience involvement and ensuring services are informed by client feedback and co-production principles.
- Delivering homelessness prevention awareness, training and community engagement activities.
- Monitoring performance, outcomes and impact, producing reports for management, funders and stakeholders.
- Maintaining accurate records and working in accordance with safeguarding, GDPR and Hope4 policies and procedures.
- Acting as an ambassador for Hope4 and contributing positively to the wider organisation.

Person Specification:

The following criteria will be used during shortlisting and interview. The person specification details the essential and/or desirable experience and abilities needed for this post. Criteria marked * represent the minimum shortlisting requirements for interview. **Please details in your covering letter how your experience either in employment or volunteering roles demonstrate your experience or abilities in these key areas.**

***Denotes minimum shortlisting criteria for interview.**

Qualifications	Essential	Desirable
English and Maths GCSE or equivalent or ability to demonstrate equivalent literacy and numeracy skills *	X	
Experience	Essential	Desirable
Worked within a relevant sector e.g. housing, homelessness, mental health, drug and alcohol treatment, criminal justice, modern day slavery. *	X	
Knowledge of relevant housing, homelessness, social care, and welfare legislation, including Housing Act Homelessness duties.	X	
Partnership working and client advocacy experience.	X	
Strong understanding of engagement barriers faced by people experiencing homelessness or social exclusion, and how to overcome them*	X	
Able to manage a varied workload and caseload, organise effectively, prioritise competing demands and exercise sound judgment under pressure*	X	
Experience of case management and risk assessment	X	
Experience of developing referral pathways		X

Skills, knowledge and personal attributes	Essential	Desirable
Knowledge of safeguarding and commitment to act in compliance with safeguarding policy and procedures	X	
Strong interpersonal, listening, and communication skills, with proven experience delivering community training, presentations, and public speaking to both individuals and groups *	X	
Commitment to Hope4's purpose and values	X	
Able to work independently, seek support when needed, meet deadlines, work in a team and maintain professional boundaries *	X	
Ability to use Microsoft 365 Office package such as Word, Excel, Teams, and client management systems	X	
Understanding of Psychologically Informed Environments and Trauma Informed Care approaches when working with people who have experienced complex trauma and marginalisation		X
Knowledge of prevention-based homelessness approaches		X
Ability to influence partners across the sectors		X
Full UK driving license and use of a car		X

*Denotes minimum shortlisting criteria for interview.

Hope4 is committed to equality, diversity and inclusion and welcomes applications from people of all backgrounds, particularly those with lived experience of homelessness, housing insecurity or other forms of social exclusion.