



Job Profile:	
Job Title	Housing Advocacy and Support Worker
Hours per Week	22.5 hours per week (3 days per week). Tuesday, Wednesday & Thursday. 8am – 4pm
Salary	Salary £26'000 - £28'000 (pro-rata) dependent on experience
Annual Leave	26 days, plus bank holidays (pro rata)
Responsible to	Day Centre, Services Manager
Posts	1 x 0.6 FTE Fixed term contract until 31 March 2025. With possible extension subject to funding.
Location	Edmonton, Enfield, North London The role is split across two sites in Edmonton. Estimated to be 2/2.5 days from APAP's Day Centre in N18 and 0.5/1 day from our Night Shelter service in N9. The role will also include some outreach.

All People All Places (APAP) is a registered charity founded in 2010. APAP is a small and local, not-for-profit charity supporting individuals and households that are facing homelessness and housing crisis across Enfield and Haringey.

About APAP

APAP has a strong track record of delivering services to rough sleepers and those at risk of rough sleeping in Enfield and Haringey. Our mission is to break cycles of poverty and disadvantage and to tackle issues of homelessness as they present in Enfield and Haringey by:

- **Providing** respite to those rough sleeping
- **Supporting** individuals through and beyond housing crisis



- **Preventing** people from experiencing the nightmare impact of rough sleeping

We run a small night shelter provision and a day centre from two sites in Edmonton, Enfield. These services were set up to meet the needs of those rough sleeping and on the cusp of homelessness in the borough to provide daytime respite and independent housing related advocacy and support. Our night shelter service is a static, single occupancy provision managed by the council where we have up to 6 beds for our clients who, predominantly, have complex immigration issues and NRPF. Our day centre provision is open 3 days per week and provides respite, a light food offering, access to IT, laundry and shower facilities for clients to access.

We are seeking a skilled and empathetic person to join our team as a Project Worker. The role will involve undertaking assessments, conducting housing-related casework, providing advice and advocacy and supporting clients who are homeless, at risk of homelessness or rough sleeping to identify and address the underlying cause of their homelessness. We work in partnership with a number of key local agencies to ensure that our clients are able to access the services and support they need at the time they need it. The role is predominantly based out of the day centre with between 0.5 and 1 day per week based at the shelter to casework and support our clients there.

Main Duties & Responsibilities: Homelessness Project Worker – Housing Advocacy and Support

Role and Responsibilities:

- Daily set up and pack down of service
- Carry out triage and initial needs assessments for new clients – identifying presenting and underlying issues
- Support clients to understand their situation and navigate services to resolve their issues.
- Support clients with PRS property searches, where necessary
- Assess the needs of rough sleeping clients and connecting with services including health, banking, substance misuse and immigration.
- To provide high quality, trauma-informed advocacy and support to night shelter clients, ensuring that they are able to sustain their placement, understand their responsibilities and are connected to and engage with the services needed to resolve their homelessness.
- To work proactively with clients, including taking them to appointments at the Job Centre, GP and medical appointments, bank account and ID appointments as appropriate and required
- To induct new guests into the service, carrying out initial needs and risk assessments for new guests, and managing any risks identified



- To provide high quality housing-related advocacy and support to day centre clients, helping them to address the issues putting them at risk of homelessness or housing crisis
- To work closely with relevant partner organisations including specialist advice and legal support agencies. Attending linked appointments with clients and supporting clients in working with clients to gather relevant evidence and supporting them to undertake homeless applications
- Building, maintaining and managing positive and collaborative relationships with relevant housing options and assistance teams across councils (Enfield and Haringey in particular)
- Work collaboratively with local services, to identify appropriate support to meet clients' wider needs. Making referrals and signposting clients as necessary.
- Liaise with local outreach teams and other organisations referring into the project
- Keeping detailed and accurate administrative records including service visits, a daily log and writing incident reports when required
- Maintaining accurate record keeping and monitoring information and keeping detailed case notes via our reporting system, Advice Pro
- Managing a caseload of clients
- To promote the service in the local area, building relationships and developing outreach partnerships with relevant local and national agencies
- Support the wider development of the day centre, night shelter and organisation
- Maintaining a warm, safe and welcoming environment
- Ensuring daily food and drink provision is maintained throughout the day
- To support volunteers to assist the running of the day centre
- Ensure that service is clean, the building is maintained and complies with H&S regulations

General Organisational Duties

- Ensure safeguarding protocols are followed and concerns escalated appropriately and in a timely fashion in regard to all clients, visitors, staff and volunteers.
- To undertake your role in a professional manner maintaining a high standard of work, and to always work in accordance with the aims, values and ethos of APAP
- Support volunteers as required
- To work across our Rough Sleeping and 'at risk' clients as required
- To work within the boundaries set by APAP ensuring no personal contact details are exchanged between guests and staff/volunteers
- To work collaboratively with external organisations
- To keep accurate records
- To take part in internal and external training programmes
- To incorporate All People All Places' values and ethos in your work

July 2024



- To take responsibility for your own health and safety and that of others in line with good practice



Person Specification		
Experience/Skills/Abilities	Desirable	Essential
At least 1 year's experience of providing advice to people experiencing or facing homelessness	Yes	
Working knowledge of Housing Legislation and other relevant legislation for vulnerable adults	Yes	
Working knowledge of agencies and projects offering advice centres, outreach and primary needs provision via Council and other agencies, ideally in Enfield	Yes	
Working knowledge of statutory housing services and demonstration of collaborative working with Councils and other agencies	Yes	
Knowledge and experience of providing advice or support with any of the following areas: welfare Benefits; debt; drug and alcohol support; health and mental health; employment		Yes
An understanding of the needs and support requirements of vulnerable clients, including those with mental health and/or substance dependency problems		Yes
Ability to work flexibly with clients who may have a history of non or low engagement with services in a way that motivates and empowers them		Yes
The ability to work in partnership and collaboratively with existing partners and develop new working relationships with external colleagues from both the voluntary and statutory sectors		Yes
Excellent working knowledge of benefits & income maximisation	Yes	
The ability to work positively with vulnerable people who may display challenging or difficult behaviour		Yes
Experience of working with people with 'no recourse to public funds'	Yes	
Understanding of key safeguarding issues and processes		Yes
A high level of written and verbal communication skills, including the ability to advocate for guests		Yes
Ability to keep accurate and up to date records and manage monitoring information		Yes
Ability to speak other languages eg. Turkish, Polish, Romanian or Bulgarian	Yes	
Administrative skills including good computing skills and the ability to use I.T. applications and data entry.		Yes
Ability to work effectively on own initiative		Yes
Ability and willingness to work in line with the ethos and values of All People All Places		Yes

July 2024



How to apply:

Please email an up to date CV and a supporting statement to info@allpeopleallplaces.org outlining your suitability for this role as laid out in the job description. Please make this no longer than 2 sides of A4.

Closing date for applications will be midnight on the 31st August 2024.
Successful applicants will be subject to an enhanced DBS check and reference checks.

We will be interviewing candidates, in person, during the week commencing 9th September 2024.

APAP is an Equal Opportunity Employer and does not discriminate on the basis of race, religion, colour, sex, gender identity, sexual orientation, age, disability, national origin, or any other basis covered by appropriate law. All employment is decided on the basis of qualifications, merit, and the needs of our organisation, our clients and our services. APAP welcomes applications from diverse candidates. Criminal records will be considered for requirement purposes only when the conviction is relevant.