

# Job description

**Job title:** Support and Advocacy Practitioner

**Reports to:** Supported Accommodation Deputy Manager

**Salary:** £32,643 plus benefits

**Contract:** Permanent, full time (average of 35 hours per week)

## About us:

The Cardinal Hume Centre works to prevent and tackle youth and family homelessness. We:

- Provide a home with support for up to 39 young people
- Support children and families in housing or other need
- Offer housing and welfare rights advice to help people keep or find a stable home and to manage their money
- Advise and coach people to find work, learning or training
- Provide immigration advice to help people secure their legal right to remain in the UK to access homes, work and benefits.

Last year we helped over 1200 people including nearly 600 families and 230 children and young people, aiming to break the cycle of homelessness and poverty from a young age. Our approach is personalised, acknowledging the unique complexities of each individual through six key services: residential; family support, legal advice, employment, education and immigration advocacy.

The Centre is based within five minutes' walk from Parliament but works in an area where homelessness in nearly all its forms has increased. Around 3,600 children from Westminster are housed in temporary accommodation. Over 25% of children live in poverty. Families face unaffordable housing costs, a challenging labour market and rising levels of crime.

With an annual income in the region of £3.5 million, the Centre currently employs around 65 dedicated members of staff and around 45 volunteers.

## Team context:

This role reports to the Supported Accommodation Services Deputy Manager. There are 13 members of the team in total, including 6 Support and Advocacy Practitioners, 4 Night Support Workers, 1 Supported Accommodation Administrator, 1 Deputy Manager and 1 Service Manager.

## About the role:

The overall purpose of this role is to work collaboratively as part of a committed team to deliver an outstanding service and a range of personalised support that puts residents first and empowers them to achieve their goals and thrive in adult life. You will contribute to the day-to-day services by undertaking a range of tasks to ensure the safe operational management of our supported accommodation services.

## Hours

Average of 35 hours in a 40-hour week worked on a rolling rota (including weekends and Bank Holidays). Shifts are 8 hours (inclusive of a 1-hour unpaid lunch break) and include early, late and flexi/cover shifts.

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We use Psychologically and Trauma informed approaches to support our residents to develop new ways of thinking and to make steps towards independence. You will:

- Lead on co-producing bespoke support and move-on plans, involving key stakeholders such as Social Workers, Personal Advisors and other support providers where appropriate.
- Organise and carry out regular planned reviews of support plans and risk assessments in line with our Support Timeline.
- Engage residents to meet agreed outcomes and develop life skills, assisting with day-to-day support and tenancy-related matters.
- Identify and promote opportunities for employment, education and training and supporting residents to remove barriers to accessing these opportunities.
- Signpost and accompany residents to appropriate internal and external support services.
- Support residents to be financially independent through budgeting plans and maximising income.
- Ensure the safety of our residents by following CHC safeguarding procedures, recognise and act on any significant risk, and escalate appropriately.
- Record and update clear, factual, accurate, strengths based resident information on In-Form.

To deliver effective services, you will:

- Facilitate the referral process into the service and use strength-based approaches to assess potential new residents.
- Contribute to the delivery of a housing management service, including rent collection and providing residents with tenancy-related support.
- Work with residents to maintain a safe environment by reporting repairs and health and safety concerns.
- Develop, plan and facilitate a programme of activities to increase resident wellbeing and independence.
- Seek the opinions of residents to shape service delivery, via surveys and regular Resident Meetings.
- Clear and prepare rooms to ensure they are re-let promptly.
- Resolve difficult and challenging situations in a sensitive and informed way, balancing the needs of the individual with responsibilities for the safety of the service.
- Develop and maintain local partnerships to provide a holistic range of support for residents.
- Where appropriate, work closely with other Centre services to support residents.
- Carry out day-to-day administration and other operational duties as required.
- Participate in the service's rota system to meet the needs of the young adults and service. Providing day and evening cover including weekends and Bank Holidays for a 24/7 service.
- Ensure residents are safe at all times - carrying out all of your duties within CHC's Policies and Procedures
- Participate in meetings, attend regular supervisions and reflective practice sessions to promote best practice and learn from experience.
- Undertake regular training and take responsibility for continuous development to enable you to deliver your role safely.
- From time to time, you may be required to undertake additional duties and responsibilities in consultation with your Line Manager.

## Person specification

### Essential:

- An understanding of the barriers and challenges faced by vulnerable and diverse young adults with complex needs.
- Experience of delivering structured, person centred support and risk assessment.
- Be a team player with a caring, empathetic, flexible and have a resilient, can-do attitude.
- Experience and evidence of working within CHC values, behaviours framework and theory of change.
- Previous experience in positively resolving incidents.
- Demonstrate initiative and confidence to make and act on decisions.
- Excellent verbal and written skills, including administrative and IT skills. To be able to produce reports and other communications.
- An understanding of, and a commitment to, the safeguarding of children and vulnerable adults
- A strong commitment to the Centre's mission, values and behaviours; a strong belief in the value of every individual.

### DESIRABLE:

- Experience of working in a charity or organisation working with vulnerable people
- General knowledge and awareness of the issues around youth and family homelessness.
- Experience of working in a charity or organisation working with vulnerable people.
- Experience working within a regulated service.
- Knowledge of Psychological or Trauma Informed approaches to support.

## Our people - we believe each person matters:

### Our clients

Our clients guide everything we do. We're here to help children, families and young people experiencing or at risk of homelessness, or clients who have urgent needs that can be met at the Centre and not elsewhere.

### We value every person; this is central to our work

We seek to develop trusting relationships with our clients. We rely on them to help us improve and develop our services so we include them wherever possible in our work.

### Our staff and volunteers

Our staff and volunteers are diverse in their backgrounds, and their skills and experience. Many have lived experience of the challenges our clients face. We are proud of our warm welcome and our team's commitment to support people facing disadvantage to escape the cycle of poverty and homelessness.

The Centre's [website](#) has more about our work including our [approach](#), our [plans](#) and our [values](#) and behaviours.