



## ROLE

Support Worker

## REPORTING TO

Team Manager

## PURPOSE OF POSITION

As a Support Worker, you will provide trauma-informed, person-centred support to residents rebuilding after homelessness and facing complex needs. You will manage a caseload, offer ongoing one to one keywork, and help residents achieve stability, independence, and move-on readiness.

This role ensures effective, high-quality support for individuals with diverse needs.

Support Workers at Your Place help residents build hope and independence, promoting lasting change and long-term sustainability to reduce the risk of returning to homelessness.

### What makes this role different

- Meaningful 1:1 keywork: build trusted relationships and work alongside residents to achieve their goals.
- Joined-up support: you will work as part of a dedicated support team alongside our Community Partnership Team, Resident Services and our Move-On Specialist.
- Real-world impact: support residents to connect into health, wellbeing, skills, employment and community, and to sustain a successful move-on.
- Learning culture: reflective practice and development focused on doing the right thing, the right way.
- A values-led culture: we work as One Team and role model Growth, Inclusion, Collaboration and Compassion.

**The role will require shift work, including evenings and weekends.**

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## RESPONSIBILITIES & ACCOUNTABILITIES

- Deliver regular one to one keywork sessions and provide day-to-day support that is strengths-based and outcomes-focused.
- Complete and review needs assessments, support plans and risk assessments using motivational interviewing and SMART planning.
- Support residents to develop independent living skills, manage tenancies and maintain safe routines and community living.
- Coordinate support with internal specialists and external agencies such as health, substance misuse, social care, probation, DWP and others.
- Support residents to access meaningful activity and community opportunities, including peer-led and group-based support.
- Maintain accurate, timely case notes and outcome records on the case management system and ensure files meet organisational standards.
- Contribute to a safe, respectful and psychologically informed environment; respond to incidents in line with policy and safeguard as required.
- Participate in team meetings, reflective practice, learning and service improvement activity.

## PERSON SPECIFICATION

Ideal attributes for meeting the needs of position and being an effective member of the wider Your Place team.

### Experience

- Relevant experience may be gained through work or education, including supporting people affected by homelessness or housing insecurity and multiple needs, such as mental health, substance use, offending, poor physical health, or social isolation.
- Experience working in a trauma-informed and person-centred way, which can be demonstrated either through employment or educational placements, particularly with individuals who may find services difficult to trust.
- Experience completing assessments and co-producing support plans/risk assessments, as well as reviewing progress over time, gained via work, volunteering, or educational settings.
- Experience of partnership working and multi-agency coordination, developed through professional roles or collaborative educational projects.

### Skills & knowledge

- Ability to build rapport and maintain professional boundaries, confident communication with residents and professionals.
- Strong organisation and time management; able to manage a caseload and competing priorities.
- Good IT skills such as Microsoft Office and ability to use case management systems e.g., In-Form/Salesforce/Pyramid.
- Understanding of safeguarding, confidentiality, GDPR/data protection and health & safety in a supported housing setting.
- Sound knowledge and understanding of the issues affecting supported housing and vulnerable adult groups



- Ability to work shifts including evenings and weekends and contribute to a team rota.

### **Desirable**

- Experience supporting vulnerable adults, migrants and/or people facing barriers to move-on, including navigating access to advice and housing pathways.
- Experience using In-Form.
- Qualifications relevant to supporting vulnerable adults.

### **Personal qualities**

- Self-sufficient and highly organised with the ability to accomplish goals according to deadlines, and a flexibility and to juggle a variety of tasks
- Ability to act on own initiative and effectively under own direction, as well as productively within a team
- Strong sense of responsibility and accountability
- Awareness of own training and support needs

Appointment is subject to an enhanced DBS check, satisfactory references and the right to work in the UK

