

Housing Rights Support Worker

Early Doors – Homelessness Prevention Partnership

Specifics of the role

Salary Scale: £24,625 - £27,975 (expected starting salary at start of scale)

Position: 0.8 (30hrs per week) or full-time (37.5hrs per week), with potential for flexible working or reduced hours on request

Leave: 33 days per annum (pro rata, inclusive of bank holidays)

Conditions: Enhanced DBS required; all staff have responsibilities for the protection of children and young people and work to Caring in Bristol's Policy for Protecting Children and Young People

Responsible to: Early Doors Project Manager

Who we are

Caring in Bristol's vision is creating a city empowered to solve homelessness. We work in imaginative and creative ways with people experiencing or a risk of homelessness, with the public and with community partners to bring about lasting change in Bristol and beyond.

We are small yet highly ambitious and have significantly expanded our reach over the last three years to fund the work we are passionate about in our city. COVID-19 has transformed the strategies needed to support people at risk of or experiencing homelessness in Bristol, pushing many into precarious housing situations and creating large numbers of newly housed people that could fall back into homelessness.

Our values

Collaboration

We learn, share and work with everyone in our community to create services that best meet need. Our beneficiaries inform the design, delivery, and evaluation of our work. We collect and apply evidence to build partnerships and embed our impact.

People first

We value human relations, and the strengths people have and are committed to positive change and development in everyone. We will take positive risks with people. We hold that the wellbeing of our staff and volunteers is integral to the positive impact we can make with our beneficiaries. We are inclusive and celebrate diversity.

Focus on the end goal

We work with our beneficiaries and volunteers to achieve their ambitions. We are here to make ourselves no longer needed and want Bristol to be the first major city to end homelessness.

About Early Doors

Early Doors is a partnership from homelessness charity, Caring in Bristol (CiB) and housing advice agency, CHAS Bristol (CHAS). Both organisations are proudly Bristolian and share a dedication to tackling the problems the city faces around homelessness.

Early Doors is informed by research, responsive to the needs of Bristol's communities and residents. Through a combination of coproduction, community outreach and 1-2-1 support the project reaches people early, before a potential housing crisis occurs.

We know there are significant barriers to people accessing help - people are still presenting as homeless without having sought advice. Early Doors reaches people where they already are in the community, surmounting the access barriers many face in accessing help. We maximise our impact through new engagement channels, including the use of community ambassadors, engagement with employers and via social media channels. We focus our work in Hartcliffe, Easton and Ashley.

We use the Early Doors partnership values to inform all of our work. These are:

Driven by Bristol – we value local knowledge and relationship building to guide and deliver this project

Ambitious – we promise to pursue progressive and creative approaches to create positive lasting change

Human – everyone's experience and perspective is unique and valuable and will be respected

We believe that **no individual is hard to reach, it is us who are hard to access**

Main aims and objectives of the role:

As the Housing Rights Support Worker, you will be a core part of the Early Doors team and work with people who are experiencing housing insecurity and difficulty accessing good quality homes.

Your work will be focused on South Bristol. You will build on the Early Doors existing work to ensure that the partnership is reaching people who would not otherwise access housing advice and support but are at risk of losing their homes, single people in their twenties are a particular priority.

Your role will focus on supporting people presenting with housing or homelessness issues, through one-to-one and group work. You will work with clients who would not be owed a prevention or relief duty from the Council, as they would not be assessed as at risk of homelessness within 56 days, and your role will be to identify ways to support them to avoid reaching crisis point.

Whilst employed by Caring in Bristol, you will work very closely with colleagues from our Early Doors partner CHAS, helping to combine the skills, strengths and cultures of both organisations.

Diversity

We are committed to increasing diversity of staff within Caring in Bristol and within the Charity Sector as a whole.

We especially welcome applications from people with lived experience of homelessness. Black, Asian and ethnic minority candidates are particularly encouraged to apply for these roles. We welcome applications from everyone who meets the requirements of the Person Specifications. We encourage applications from all gender identities and sexual orientations; we are committed to equal opportunity, equal treatment and respect for every individual. If you have special access requirements, please do let us know.

We offer, and value, flexible working. As a charity we are proud to be committed to mental health awareness and to actively supporting the wellbeing of the team.

How to apply

To apply, please submit a completed application form to recruitment@caringinbristol.org.uk with the subject line: *Your Name – Early Doors Housing Rights Support Worker*

Key Responsibilities

The workload for the role is split in approximately the following proportions:

50% of the role

- Provide targeted, time-limited 1:1 support to people (targeted at people aged 22-35) that enables them to maintain existing accommodation or instigate a managed move, plan for their housing future, and increase their knowledge of housing rights.
- Liaise with CHAS caseworkers and volunteers to manage and facilitate appropriate service referrals, with a focus on beneficiaries' needs and maintaining engagement.

30% of the role

- Facilitate group sessions that cascade housing rights information and include group work activities.

10% of the role

- Develop effective, collaborative networks and partnerships with young people and key community contacts to co-produce proposals for sustainable solutions for young people experiencing housing insecurity in Bristol.

10% of the role

- Organisational support work and development, including; attendance at team meetings, strategy groups and participating in the volunteer strategy group

Project delivery

- Support the Early Doors team to develop the partnership
- Deliver 1:1 housing support sessions
- Work in South Bristol to develop collaborative partnerships and networks embedding the service into communities and maximising take up.
- Work alongside CHAS to support beneficiaries to access Housing Advice
- Collate and record data that will contribute to the effective monitoring and evaluation of the service and demonstrate its impact nationally.

Development and partnership working

- Help create effective collaborative networks with key communities in Bristol to ensure the project is 'of' the communities it serves, can be shaped by their needs and mutually delivered.
- Help create referral pathways with relevant statutory and commercial organisations that have 'early warning' of homelessness crisis (pre-56 days).
- Contribute to sharing best practice with other organisations in the sector – especially other homelessness and advice organisations - and proactive in learning from others/other organisations.
- Championing the work of Early Doors in various settings and contributing to fundraising initiatives in order to secure the future sustainability of the projects.

Monitoring and evaluation

- Contribute effectively to evidencing, monitoring and evaluating the work of the prevention project, establishing a culture of learning through doing.

Other Responsibilities

- Follow Caring in Bristol policies and procedures and observe our Code of Conduct.
- Actively participate in and attend supervisions, annual appraisal processes and identified training.
- Promote the aims and objectives of the charity and present a positive image of it through good public relations, communications with visitors, young people, guests, people who use our services and the local community.

Skills and experience

We expect you to meet most of these criteria. However, we don't expect you to meet *every* point and welcome applicants with transferrable skills and an ability to apply themselves in a new context.

- Knowledge of housing and homelessness issues experienced by people living in Hartcliffe and wider South Bristol
- Experience of supporting people to achieve beneficial outcomes
- Experience of facilitating group work
- Experience of identifying and safely managing any safeguarding concerns
- Experience of working as part of a team
- Experience of recording information to improve services and support clients
- Strong communication skills, with the ability to build rapport quickly and maintain effective working relationships with a range of community members
- Ability to use Microsoft Office suite (Word, Teams and basic excel)
- Empathy with Caring in Bristol's organisational values