

Job Role

Community Housing Worker

Overview

Department	Community Resettlement Team
Line Manager	Client Services Manager
Salary	£25,000 per annum
Hours	Monday to Thursday 8am to 4pm and Friday 8am to 12.30pm. We recognise the importance of balancing work with life outside work and can offer some flexibility around start and finish times by agreement, while ensuring the needs of the service and the people we support are met.
Contract	Permanent for 3 years funded within this role, with employment continuation subject to funding beyond the grant period
Entitlements	3% employer pension contribution

About the role

The Community Housing Worker is part of Herring House Trust's Community Team, supporting people living across our halfway houses, self-contained accommodation and in the wider community.

The role is about much more than managing accommodation. Good housing support is built around relationships, understanding what matters to someone and working alongside them to build the confidence and practical skills they need to sustain a home and move towards greater independence.

Our approach is trauma-informed and strengths-based. We recognise that people's previous experiences can affect how they respond to situations, relationships and services. We want staff who are curious, compassionate and able to work alongside people without judgement, while maintaining clear and consistent boundaries.

You will be part of a small and supportive team, working closely with colleagues across HHT. Regular supervision and opportunities to learn and develop are part of how we support staff to do this work well.



Main purpose of the role

The Community Housing Worker will support people as they move through HHT's accommodation pathway – from the Hostel into shared housing, from shared housing towards greater independence and ultimately, into longer-term accommodation.

You will hold a caseload and provide practical, relationship-based support, helping people sustain their accommodation, develop everyday living skills and address the things that may be getting in the way of moving forward.

Main responsibilities

1. Housing Support and Move-On

- Hold a caseload of people living within HHT accommodation and where appropriate, people receiving community-based support.
- Build positive and consistent relationships with the people you support.
- Work alongside Hostel colleagues to identify and prepare people who are ready to move into HHT community accommodation.
- Support people through moves and help them settle into their new home.
- Develop and regularly review individual support plans.
- Support people with budgeting, benefits, appointments, managing a home and other practical areas where needed.
- Help people develop the skills and confidence needed to sustain their accommodation.
- Support people to explore and move into longer-term housing when they are ready.
- Carry out regular home visits, welfare checks and appropriate risk assessments.
- Maintain clear and appropriate professional boundaries.

2. Homes and Tenancies

- Help ensure HHT properties remain safe, well maintained and ready for people to live in.
- Support people to understand their tenancy or licence responsibilities and look after their home.
- Identify repairs, maintenance or safety concerns and work with the Estates Officer to make sure these are addressed.
- Undertake appropriate property and health and safety checks in accordance with HHT procedures.
- Help prepare accommodation for new residents and support people when they move in.
- Recognise and respond appropriately to safeguarding, health and safety or property concerns.

3. Groups, Skills and Community

- Contribute to the delivery of HHT groups and activities which support people to develop confidence, practical skills and independence.
- Help deliver programmes such as Trusted Tenant Training, Bellies on a Budget and other practical or tenancy-related sessions.
- Contribute to community-based support and drop-in sessions where required.
- Occasionally support the Lived Experience Collective and Collective Lead with Brew Crew or other peer-led activities.
- Encourage people to develop connections, interests and opportunities beyond their accommodation.



4. Our Practice

- Work in a trauma-informed, strengths-based and person-centred way.
- Treat people with dignity, respect and without judgement.
- Recognise people's strengths and involve them in decisions which affect their lives.
- Understand that behaviour often has meaning and seek to understand what may be happening for someone.
- Remain calm and thoughtful when situations are difficult.
- Work alongside people to find solutions rather than simply doing things for them.
- Recognise and respond appropriately to safeguarding concerns.

5. Being Part of the Team

- Work closely with colleagues across HHT to ensure smooth transitions between services.
- Work positively with local authority housing teams, landlords and statutory and voluntary organisations.
- Keep clear and accurate records, including case notes, support plans, property records and other required documentation.
- Participate in team meetings, supervision and relevant training.
- Share information appropriately and contribute to discussion about people's support.
- Contribute ideas and learning to the development of HHT's community services.
- Work flexibly as part of a small team and, where required, provide additional cover for colleagues during periods of annual leave or sickness.
- Participate in HHT's out-of-hours on-call rota, for which an additional on-call payment is made.
- Undertake other reasonable duties appropriate to the role.

Working hours

The normal working pattern is Monday to Thursday, 8.00am–4.00pm and Friday, 8.00am–12.30pm. We recognise the importance of balancing work with life outside work and can offer some flexibility around start and finish times by agreement, while ensuring the needs of the service and the people we support are met.

The postholder will participate in HHT's out-of-hours on-call rota. An additional payment is made for periods of on-call duty.

As part of a small team, there may occasionally be a need to cover additional shifts during periods of annual leave or sickness. Any additional hours worked will be paid in accordance with HHT's arrangements.



Person specification

Qualifications

No formal qualification is essential. We are looking for transferable skills, relevant experience and an understanding of trauma-informed practice. A willingness to work towards qualifications and take part in training is essential.

The ability to maintain clear and accurate written records, including case notes, support plans and other documentation, is essential.

Essential Experience and Understanding

- Experience of supporting people experiencing homelessness, housing difficulties, multiple disadvantage or similarly complex circumstances.
- Understanding of trauma-informed working and how people's previous experiences can affect behaviour, relationships and engagement with services.
- Experience of building positive working relationships with people who may find it difficult to trust or engage with services.
- Experience of providing practical, person-centred support.
- Understanding of safeguarding and the ability to recognise and respond appropriately to concerns.
- Ability to work independently and manage a caseload.
- Ability to maintain clear professional boundaries while remaining compassionate and non-judgemental.

Desirable Experience

- Experience of working in supported housing, homelessness or community-based services.
- Experience of supporting people to sustain accommodation or move towards independent living.
- Experience of delivering groups, training or practical activities.
- Knowledge of housing, benefits or tenancy-related issues.

Skills and Personal Qualities

We are looking for someone who:

- Has strong communication and relationship-building skills.
- Can engage people respectfully and without judgement.
- Is practical and willing to work alongside people to find solutions.
- Is organised and able to manage competing priorities.
- Can remain calm and think clearly when situations are difficult.
- Is reliable, consistent and trustworthy.
- Can work independently while being an active member of a small team.
- Is open to learning, reflection and constructive challenge.
- Believes in people's strengths and their ability to make their own choices.