

# Job description

**Job title:** Support and Advocacy Practitioner

**Reports to:** Deputy Manager Supported Accommodation

**Contract:** permanent full time

## 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

In the last year we helped more than 1500 young people, children and families, 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 3,800 children from Westminster are housed in temporary accommodation. Over 30% 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 70 dedicated members of staff and around 50 volunteers.

## 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.

Contribute to the day-to-day services by undertaking a range of tasks to ensure the safe operational management of our supported accommodation services.

## Job description:

**Support Residents.** We use psychologically- and trauma- informed approaches to support our residents to develop new ways of thinking and to make steps towards independence.

1. 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
2. Organise and carry out regular planned reviews of support plans and risk assessments in line with our support timeline
3. Engage residents to meet agreed outcomes and develop life skills

4. Assist residents with day-to-day support and tenancy-related matters
5. Identify and promote opportunities for employment, education and training and supporting residents to remove barriers to accessing these opportunities
6. Signpost and accompany residents to appropriate internal and external support services
7. Support residents to be 'ready for move on' to enable successful move on.
8. Support residents to be financially independent through budgeting plans and maximising income
9. Empower residents to move towards self-management of their medication by following the medication procedure
10. Ensure the safety of our residents by following the Centre's safeguarding procedures, recognise and act on any significant risk, and escalate appropriately
11. Record and update clear, factual, accurate, strengths-based resident information on our database (In-Form)

### **Deliver Services**

12. Facilitate the referral process into the service and use strength-based approaches to assess potential new residents
13. Contribute to the delivery of a housing management service, including rent collection and providing residents with tenancy-related support
14. Work with residents to maintain a safe environment by reporting repairs and health and safety concerns
15. Develop, plan and facilitate a programme of activities to increase resident wellbeing and independence
16. Seek the opinions of residents to shape service delivery, via surveys and regular resident meetings
17. Clear and prepare rooms to ensure they are re-let promptly
18. 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
19. Develop and maintain local partnerships to provide a holistic range of support for residents
20. Where appropriate, work closely with other Centre services to support residents
21. Carry out day-to-day administration and other operational duties as required

### **Other Information**

22. 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
23. Ensure residents are safe at all times - carrying out all your duties within the Centre's policies and procedures
24. Participate in meetings, attend regular supervisions and reflective practice sessions to promote best practice and learn from experience
25. Undertake regular training and take responsibility for continuous development to enable you to deliver your role safely
26. Undertake additional duties and responsibilities as required by your line manager

### **Person specification**

#### **Essential:**

1. An understanding of the barriers and challenges faced by vulnerable and diverse young adults with complex needs
2. Experience of delivering structured, person-centered support and risk assessment
3. A team player with a caring, empathetic, flexible and have a resilient, can-do attitude
4. Experience of working within a behaviours framework and theory of change
5. Previous experience in positively resolving incidents
6. Demonstrate initiative and confidence to make and act on decisions
7. Excellent verbal and written skills, including administrative and IT skills. Able to produce reports and other communications
8. 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
- Knowledge of psychological or trauma-informed approaches to support
- Understanding of safeguarding children and vulnerable adults
- Experience of working in challenging environments with the ability to plan, prioritise, organise tasks to achieve results
- Knowledge of current benefit systems
- Experience of working in a care and support environment

### **Additional information**

The Centre expects all staff to share its commitment to the following:

- an active commitment to ensuring that equality, diversity and inclusion is part of all work
- an understanding of and a commitment to safeguarding adults and vulnerable children in relation to your role
- to be supportive of all teams across the Centre whose work is invaluable to maintain the delivery of our work
- actively support the Centre's use of accurate data recording and monitoring requirements to support client delivery, to help ensure our interventions are impactful

### **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 [strategy](#) and our [values](#) and behaviours.