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POST: Housing Support Worker (Part-time)

LOCATION: CFC Mother and Baby Supported accommodation unit, South Croydon

POSITION OVERVIEW: The Housing Support Worker is responsible for providing direct support to residents in a supported housing environment, ensuring their safety, well-being, and progress towards independence. The role includes performing regular risk assessments, assisting the Supported Housing Manager and the Deputy Supported Housing Manager with the daily day to day running of the service, offering one to one support sessions to a caseload of residents, and working with other team members and external professionals. The Housing Support Worker must maintain a high level of professionalism while working with residents facing a variety of challenges, including complex needs.

JOB DESCRIPTION:

<b>RESIDENT SUPPORT</b>
<ul style="list-style-type: none"> <li>• Deliver one-to-one support sessions with allocated residents, typically weekly, but flexible depending on the individual needs.</li> <li>• Assist residents with activities off-site, including attending college or clinic appointments as needed.</li> <li>• Actively promote resident involvement in all activities and provide encouragement for independent living.</li> <li>• Support residents with maintaining their accommodation, such as helping them stay on top of service charge payments and ensuring their living environment remains well-kept.</li> <li>• To establish supportive and professional relationship with the client group, and deal effectively with unpredictable and challenging situations in a sensitive and professional manner with support from line manager.</li> <li>• From time to time the opportunity/need may arise to provide support to residents around 'faith-related issues.'</li> <li>• Actively promoting client involvement at all times.</li> </ul>
<b>COMMUNICATION AND RECORD KEEPING/ADMIN</b>
<ul style="list-style-type: none"> <li>• Maintain accurate written records of all support work with clients, including notes from individual sessions, group activities, and any ad-hoc contact.</li> <li>• Communicate regularly with the manager about safeguarding concerns, health and safety issues, or any other matters requiring attention.</li> <li>• Ensure residents' files are up-to-date and accurate, filing all relevant documents in accordance with CFC's Supported Housing Framework.</li> <li>• Ensure residents receive their mail promptly, delivering it to individual post-boxes, and notifying them of any parcels to collect from the office.</li> </ul>
<b>SAFEGUARDING</b>
<ul style="list-style-type: none"> <li>• To work in ways that don't compromise their own personal safety, with guidance from the Supported Housing Manager.</li> <li>• Keep the Supported Housing Manager informed of any major safeguarding concerns, ensuring proper documentation and follow-up.</li> </ul>

#### RISK ASSESSMENTS/ HEALTH AND SAFETY/ BUILDING AND FACILITIES

- Complete initial risk assessments for new residents and update them regularly, or following significant changes in circumstances, alongside the Deputy Supported Housing Manager and Supported Housing Manager.
- Assist with daily informal building health and safety checks and report any maintenance issues to the maintenance staff for action.
- Assist with regular building risk assessments and follow up on any identified concerns or action points.
- Ensure that all building fixtures and fittings in both communal and individual resident areas are maintained to a high standard.
- Report any maintenance issues to the Maintenance staff for timely resolution.
- Undertake practical tasks, such as assisting with cleaning, helping residents move, and getting rooms ready for new residents.

#### MULTIAGENCY AND EXTERNAL RELATIONSHIPS

- Engage with social workers, external professionals, and outside agencies, maintaining regular communication to ensure continuity of care and support.
- Attend and contribute to multi-agency meetings, including safeguarding meetings, child protection conferences, and 'child in need' meetings.

#### OTHER

- To undertake appropriate training and be up to date with relevant regulations regarding supported housing, housing benefits and other issues pertinent to our residents.
- To prepare, contribute and be part of delivering presentations / activities to promote the work of the charity to a wide audience. (this may include some occasions out of hours).
- Such other duties as may be required.