



Bromley Homeless

United Reformed Church
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www.bromleyhomeless.org

Role: Advice and Support Worker
Charity: Bromley Homeless
Charity number: 1186655
Hours: part time/flexible working. 21 hours per week
Remuneration: £15 per hour

Overview of the role

We have a highly talented team of people at Bromley Homeless, both paid and volunteers – all carrying out extraordinary work and making a real difference to so many lives. We are now looking for an additional Advice and Support Worker to join our team and provide year round advice and support to our clients who are homeless or at risk of homelessness.

We are looking for an individual whose values align with those of Bromley Homeless and who has a genuine passion for homelessness issues and possess the interpersonal skills that enable you to relate and engage with a wide range of people.

If this sounds like you – please read on and get in touch to discuss further.

About Bromley Homeless

Bromley Homeless have a vision of a community where everyone has access to a decent home and no one feels their only option is to sleep rough.

Our mission, as an expression of Christian faith, is to provide support and positive intervention to empower anyone facing homelessness principally in the London Borough of Bromley to fulfil their desire for a safe and secure home and live a fulfilled life.

We deliver this mission through a range of services and activities operating year-round. Our strategic priorities have been set as:

1. Provide advice and advocacy to individuals over 18 to overcome a homeless situation
2. Provide timely and personalised support, encouragement and personal empowerment to end homelessness
3. Provide year-round emergency shelter, access to health and wellbeing services and food
4. Provide access to housing through supported housing and hosted accommodation, links with housing providers and private landlords
5. Prevent homelessness and challenge negative attitudes towards it by raising awareness of homelessness and giving a voice to those experiencing it.

The covid pandemic presented some significant challenges for Bromley Homeless and the people we help and support. The government's Everyone In initiative was a positive catalyst to ending rough sleeping for good.

But we are now seeing a significant increase in numbers turning to us for help, support and guidance either individuals who are homeless or are at risk of becoming homeless, increasingly due to the financial and mental health impacts of the pandemic.

Operations

Trustees have recently carried out a staff structure review that will create additional posts resulting in 5 part time members of staff and a full time services manager who lead on the delivery of services. The Advice and Support Worker will report directly to the Services Manager.

We are also lucky to have enormous support from our large number of volunteers.

Services are mainly delivered from our service hub at the United Reformed Church in Bromley town centre but we have been looking at expanding our outreach services which commenced in Orpington last year. The Advice and Support worker will be required to work across both the services hub, our outreach services and home visits to clients in hosted accommodation.

We have collaborative relationships with Bromley Council and GP Alliance and work closely together to support those in housing need.

The charity is funded by voluntary donations and grants from central government (mainly MHCLG) and trusts and foundations. Our latest accounts (pre merger) are available on the charity commission website

More information can be found on our website: www.bromleyhomeless.org

Key responsibilities

The Advice and Support Worker will work closely as part of our team and will report to the Services Manager. The successful candidate will be responsible for their own client cases, supported by the Senior caseworker, working closely with the team to frequently review cases and determine the best course of action (pathways).

Advice and case working

- Provide compassionate, empathetic, holistic, timely and professional advice, guidance and support to those experiencing problems accessing housing and/or at risk of homelessness
- Provide practical advice and support on housing, employability, health, benefits and finances and other relevant areas – either directly or working with partner agencies
- Develop and establish a network of relationships across various statutory and voluntary organisations that will enable appropriate and timely support to be provided
- Act as an advocate on behalf of the client, liaising as appropriate with services
- Focusing on their strengths and goals, work with clients to identify their personal aims and ambitions. Develop medium- and longer-term strength based personal plans and a structured support plan to assist the client in achieving them (By using the STAR model for example)
- Support clients during move on to independent living to ensure that they maintain tenancies and continue to work towards personal goals.
- Where provision of hosted accommodation is appropriate
 - obtain up to date references of prospective clients prior to placement with a host.
 - match clients to hosts (being mindful of the importance of making a good match) and liaise with both parties to organise “Meet & Greet” before moving clients into the host property (on occasions this will involve out of office hours).
 - establish a mutually acceptable arrangement using the legal Licence Agreement, between client and host and ensure that clients understand their responsibilities in relation to this.

- support clients to take responsibility for the terms of their Licence Agreement and in a practical and organised manner, to review elements of the client's Personal Support Plan towards independent living.
- Maintain detailed, accurate case notes and record keeping, update computerised records (using Inform).
- Adhering to the charities' policies and procedures including in relation to safeguarding.

Accountabilities

- Keep continually up to date with services and support available to clients through external agencies and partners
- Commit to continuous learning and attend training as necessary
- Regular reporting to Services Manager and Director of key progress and attending meetings where necessary including the 21 day case review with nominated trustees.
- Monitoring and evaluating the advice that is given, helping to capture any learning and improve what is being delivered with the objective of Continuous Improvement
- Supporting other activities when needed

This is a guideline of the duties and responsibilities of the Support Worker is not an exhaustive list. Responsibilities may be enhanced and further duties added in accordance with the charity's needs and requirements.

Person specification

Essential

- Empathy and understanding of the issues faced by homeless or vulnerably housed people – you may have had personal experience of homelessness
- Excellent listening skills and experience offering advice, advocacy or case working in a homelessness or similar context
- experience of helping vulnerable people to identify personal goals and supporting them through a process of change
- a sound understanding of the support needs of people with low incomes including rent payments/arrears/budgeting and a general knowledge of Adult Safeguarding and some knowledge of Housing Law and Homeless Acts
- Understanding of the barriers faced by those experiencing homelessness, when accessing mainstream services
- A thorough understanding of the role of local authorities in meeting housing needs, housing options and relevant housing legislations
- A thorough understanding of the benefit and welfare systems
- Interpersonal skills that enable you to relate and engage with a wide range of people. Competent IT and written skills
- A thorough understanding of safeguarding issues and how they relate to vulnerable adults
- Ability to work independently and as part of a team.

Desirable

- Awareness of the support services available in London Borough Bromley
- Understanding of immigration and asylum issues
- Experience supporting EEA migrants
- Understanding of mental health and addiction issues
- Experience of volunteering or working with volunteers

Our values

We listen – We are approachable and listen without prejudice.

We care – We care about building long-lasting relationships with our clients and our compassionate approach promotes on-going, open communication that builds mutual respect and trust.

We empower - We believe in the value and potential of all people and we want to empower all to achieve ambitions and live fulfilled lives.

We collaborate - We know we can have a bigger impact when we work together.

Hours

Role is 21 hours per week. Time and days can be flexible. There may be occasional early mornings, evenings or weekends depending on cases.

Contact and application

If you would like to discuss the role and find out more information please contact the Chair of the Board, Julia Poulter.

Julia.poulter@bromleyhomeless.org

07741 272 664

To apply, please send your CV and covering letter by email to

julia.poulter@bromleyhomeless.org

Closing date for application is 31st March 2022 and we aim to appoint by the end of April.