

ROLE PROFILE

JOB TITLE	Homeless Support Worker
SERVICE PROVISION	Southampton Intensive Homeless Hostel
SCALE POINT	20
CONTRACT TYPE	Permanent
LINE MANAGER	Team Leader/Project Manager
DATE OF ISSUE	November 2025

Area of Work:

You will work in the Society of St James' (SSJ) 24/7 intensive homelessness accommodation helping to provide life-skills and housing related support to individuals with complex needs through a trauma informed, strength-based approach including structured support planning and guidance.

Service Users Outcomes:

- Improved daily living skills
- Improved engagement with support and treatment services
- Improved self-esteem and confidence
- Improved long-term health
- Better engagement with meaningful occupation opportunities

Specific Duties:

Harm Reduction, Support Planning and Key-work

1. Assist with updating needs and risk assessments for new service users to ensure that all risks associated with the individual are identified correctly and to ensure that their needs can be met safely within the service.
2. Promote the concept of wellbeing to service users emphasising the importance of healthy lifestyle choices and personal responsibility for their own long-term health outcomes.
3. Promote harm minimisation where possible, including when facilitating the needle exchange.
4. Liaise with other agencies, both statutory and voluntary, when required to ensure that service users receive effective support.
5. Assist Project Workers to help service user access meaningful activity, including leisure activities, volunteering, training and employment.
6. Assist and promote life-skills within the hostel supporting with budgeting, housing and tenancy processes, and any other life-skills identified in support plans that will support service users to achieve and sustain independence.

Accommodation and Housing Management

1. Preparation of breakfast on a daily basis and clear down to keep dining room and kitchen clean including bins, water dispenser and tables.
2. Support Project Workers to assess new service users into the accommodation and help them to understand the terms and conditions of their Licence or Tenancy Agreement, including their rights and responsibilities under their Agreement. Book all new service users onto IT system and upload relevant documentation.
3. Ensure that all service users understand their obligation with respect to the payment of their accommodation charge.
4. Ensure that all maintenance and repair need and requests for replacement of furniture and furnishings are reported following the correct procedure.
5. Support with the organising and delivery of regular house meetings and other resident consultation events encourage service user participation in service development.
6. Assist with room clearances/room preparation to ensure a swift turnaround to keep occupancy levels to the maximum.
7. Complete daily LTB reports and share with appropriate external service.

Finance and Administration

1. Account for and record all incoming monies, including rent and petty cash, in accordance with the Society's Financial Procedures.
2. Adhere to the Handling Client Monies Policy when a service user receives individual support with managing their own money.
3. Ensure all relevant service user information is uploaded to the appropriate IT system and is regularly updated.
4. Maintain service user files and case note records to the standard required, including any handover logs.

Health and Safety

1. Ensure that all service users understand their responsibility for maintaining the hygiene and cleanliness of their own personal space as well as communal areas. All communal areas to be kept clean and clear from obstructions.
2. Participate as required in all regular welfare and health and safety checks and procedures.
3. Ensure that all accidents and incidents are reported following the correct procedures.
4. Ensure that all safeguarding concerns relating to service users are reported Project Workers and/or Line Manager.
5. Contribute to the supervision of residents at mealtimes in communal areas; eg dining room.

6. Adhere to the Society's Health & Safety Policy and follow all additional policies and procedures relating to health and safety contained within the Health and Safety Management System, with specific regard to your responsibility under the Health and Safety at Work Act 1974 that requires you to be responsible for your own health and safety at work as well as that of those around you (colleagues, clients, visitors etc.).
7. Ensure all needle exchange processes are followed correctly and equipment is replenished/collected as appropriate.
8. You will be required to undertake training and administer naloxone.
9. Ensure all First Aid processes are followed correctly and equipment is replenished/collected as appropriate.

Additional Requirements:

1. Attend all staff meetings, supervision meetings and other meetings as directed by your Line Manager.
2. Attend all training courses as directed by your Line Manager.
3. Adhere to all of the Society's Policies and Procedures when undertaking any work for and on behalf of the Society.
4. Willingness to work on a rota of 12 hour shifts, 3 days on/3 days off.
5. Undertake any other duties that reasonably fall within the scope of the job role as and when required to ensure the safe and smooth running of the Service.
6. You will work alongside the Big Issue foundation, selling/supporting big issue vendors.

Experience, Knowledge and Ability – the successful candidate must demonstrate the following:	Assessment
Experience of working with people with histories of homelessness, mental health problems and substance misuse or similar.	FORM INTERVIEW
Knowledge and understanding of mental health issues and the effects of substance and alcohol use on mental health	FORM INTERVIEW
Knowledge and understanding of equality and diversity, with respect to staff and service users	INTERVIEW
Knowledge and understanding of health and safety issues relating to working in a supported housing environment	INTERVIEW
Knowledge of safeguarding and protection of vulnerable adults	INTERVIEW
Knowledge of lone working procedures and staying safe at work	INTERVIEW

Ability to communicate, consult, and engage effectively with service users using appropriate mediums	FORM INTERVIEW
Proficiency in IT and written communication to effectively produce clear correspondence, maintain digital service user records, and update handover logs.	FORM
Ability to inspire, engage, and support service users to explore and participate in personal development and daily activities.	INTERVIEW
Ability to de-escalate high-stress situations and manage complex, distressed behaviours with patience, calm, and professionalism.	INTERVIEW

The SSJ Competency Framework

SSJ uses a Competency Framework as part of its recruitment procedures. The SSJ Competency Framework identifies specific competencies that staff in each job role are required to demonstrate. As well as being able to demonstrate the experience, knowledge and abilities required for the role, all staff are required to demonstrate competencies that contribute to each area identified in the Framework Model below:



Competencies – Assistant Project Worker:

1. Good time management skills and the ability to prioritise work as part of a team.
2. Confidence and ability in using IT systems and email.
3. Compassionate approach to dealing with individuals with complex needs and challenging behaviour.
4. Able to maintain professional boundaries at all times and demonstrate self-awareness.
5. Able to use own initiative to respond to emergencies and other unexpected situations.
6. Able to communicate in all ways effectively with clients and colleagues.

