



ROLE PROFILE

Housing Support Worker

Darlington Families Team

Organisational Expectations

As part of our team, you're expected to deliver excellent service, follow best practices, and live our values. You're encouraged to share ideas, seek improvements, and treat feedback as a chance to grow, including completing any training needed for your role.

Everyone plays a part in promoting equality, diversity, and inclusion. As a proudly anti-racist organisation, we expect you to actively support this work.

You're responsible for your own health and safety and that of your colleagues, in line with our Health & Safety policies.

You must also follow all organisational policies and procedures, meet legal and regulatory requirements (including those from CQC, Ofsted, and others where relevant), handle personal data in line with GDPR, support team and organisational KPIs, and take ownership of your learning and development.

Job Purpose

You will provide housing-related support services to families aged 16 and over who may have complex needs, experience of homelessness, isolation, and safeguarding issues who have been referred to us from our partners.

You'll provide tailored support that addresses each individual's needs, helping to maximise their independence whilst working towards their successful move-on into independent living.

The service operates between the hours of 8am to 6pm Monday – Friday. The post holder will be expected to work on a rota basis within these times.

Reports To?	Team Leader
Responsible for?	☒
Budget Holder?	☒
Driving Required?	☒
DBS Required?	☒
Hybrid working?	☒

KEY RESPONSIBILITIES

- Receive and process referrals in line with current practice guidelines.
- In line with contract guidelines, assess individual clients' support needs and risk assessment, using client and background information.
- Participate in allocation meetings and other relevant organisational meetings as agreed with your manager.
- Work in a trauma informed way to create individually focussed support plans with clients.
- Undertake regular support visits to provide support as directed by the service level agreement.
- Where appropriate refer clients to specialist services for support and liaise with relevant statutory, voluntary agencies and other professionals.
- Provide tenancy related support including property maintenance and rent collection. Support clients to understand rent liability, address rent management and rent arrears through appropriate planning and budgeting support.
- Turn properties around in a timely manner including cleaning, arranging furniture and white goods delivery, void inspection paperwork, and pre-tenancy inspection paperwork.
- Move individuals into accommodation including organising practical tasks and benefit claims, setting up utilities etc.
- Work with clients to engage in group work and encourage and support Co-Production.
- Ensure the safeguarding of clients through raising and recording of appropriate alerts, and effective reporting to safeguarding authorities where needed.
- Develop and maintain positive relationships with partners, stakeholders, landlords and any other relevant agency to maximise service to individuals.
- Attend statutory multi agency meetings.

Please note this role description outlines your general duties and responsibilities. While it provides a good idea of what is expected, it is not exhaustive and your role is likely to evolve over time. We value flexibility, so we may ask you to take on additional reasonable tasks.

This document is not a contractual agreement and may be reviewed and updated at any time at our sole discretion.

Date last reviewed: March 2026

PERSON SPECIFICATION

The list below highlights the key skills and qualities needed to succeed in this role. These will be considered during the recruitment process and we encourage you to demonstrate how your experience and strengths match these criteria.

While we understand you may not meet all of the 'desirable' criteria, we value potential and a commitment to learning. Any areas for development can be supported as part of your continued growth.

Essential: ★ Desirable: ☑

Approach and Values	
Demonstrate a good understanding of and active commitment to diversity, inclusion and anti-racism.	★
Ability to build and maintain positive relationships while maintaining professional boundaries.	★
Demonstrate a commitment to supporting clients to take an active role in shaping the services they receive.	★
Knowledge and Skills	
Good verbal and written communication skills, with a strong focus on accuracy, attention to detail.	★
Proficient in using Microsoft Office applications and other information systems.	★
Able to self-manage, effectively plan and prioritise tasks and consistently deliver results.	★
Able to effectively communicate in various ways to different stakeholders	★
Demonstrate an awareness of data protection and the need for confidentiality when dealing with personal information.	★
Good interpersonal skills including listening and display empathy.	★
Apply and promote risk management to working practices within the guidelines of policies and procedures.	★

Knowledge of safeguarding and child protection procedures.	★
Hold a valid UK driving licence (or one permitting driving in the UK) and access to a vehicle for work purposes.	★
Working knowledge of welfare benefits and housing benefits.	☑
Knowledge of tenancy and property management including rent management and Court procedures.	☑
Knowledge in the prevention of teenage pregnancy through good education and intervention.	☑
Language skills (e.g., Urdu, BSL, etc.).	☑
Experience	
Experience of building and maintaining positive partnerships with external organisations.	★
Experience of managing a caseload, delivering support, and maintaining records.	★
Experience of working with vulnerable families in supported accommodation	★
Experience of providing support and advice in a group work setting as well as on a one-to-one basis.	★
Experience in supporting individuals through challenging situations, encouraging positive engagement, and offering assistance in difficult moments.	★
Experience of attending statutory multi agency meetings e.g., child protection conferences etc.	☑
Experience in mental health, housing or homelessness, whether as a client, carer, employee or volunteer.	☑