

Job title	Tenancy Support and Digital Skills Advisor
Responsible to	Services Manager

Role Summary

As a member of Wintercomfort's Project Worker Team, reporting to the Services Manager, the Tenancy Support and Digital Skills Advisor is responsible for delivering Wintercomfort's specialist range of 1:1 Pre and Post Tenancy Support aimed at empowering Service Users to move out of the spiral of homelessness and back into mainstream society.

Key Responsibilities

To provide a wide range of resettlement-based support to ensure Service Users have access to the most suitable housing pathway for their individual needs. To take the shared lead (with second our other Tenancy Support Advisor) on all housing related referrals for Service Users. To ensure all suitable Service Users are registered and supported on Homelink.
To provide emotional and practical support to prepare Service Users to move into accommodation once a placement is confirmed, working with internal and external colleagues. To work in a flexible manner within Wintercomfort and the wider community to provide Outreach and support services in person, sometimes in their own home and via text, email, telephone and video calls.
To provide housing related life skills guidance and support to enable Service Users to maintain their own homes, such as housekeeping and budgeting skills including support to set up and manage all utilities. Activities may include paying bills, creating a weekly shopping list, supporting people to do their weekly shop and helping people to connect with community services in their new residential location.
To provide Digital Skills support to empower Service Users to gain IT skills and confidence to manage a wide range of activities where online access is necessary. This may include setting up an email address, access to online meeting platforms such as Teams and Zoom, access to social media platforms and online banking.
To ensure that Service Users are kept informed of and have access to the broad range of services offered by Wintercomfort such as counselling, training opportunities, employment support and access to healthcare services.
To provide on-going long term tenancy support to Service Users moving into private rental housing or housing pathways without any on site support. To hand over post tenancy support to accommodation providers at a suitable point in the Service User support pathway.
To ensure all Service Users have access to external grants and funding to support their individual needs to maintain their accommodation.
To ensure that accurate records are kept, to document the support services provided to Wintercomfort's service users. Ensuring that record keeping meets the requirements of internal and external monitoring of outcomes, assisting with reports and case studies to funders.
Note - this is not an exhaustive list and you may be required to perform other reasonable duties as assigned by the Services Manager and/or CEO.

JD – Tenancy Support and Digital	Reviewed by Agnieszka Gada	Date: March 2024
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Person Specification

Criteria	Description	Essential or Desirable
Experience	Previous experience of support work that effectively engages individuals with opportunities for self-development.	E
	Experience of supporting vulnerable people with complex support needs to make positive changes in their lives.	E
	An understanding of substance misuse, mental health and issues associated with social exclusion.	D
	Experience of delivering advice and guidance to individuals.	E
	Knowledge of local services for homeless and vulnerably housed people.	D
	Knowledge of Homelink and Social Housing	D
Skills	Effective IT skills including Word, Excel & Outlook	E
	Strong verbal and written communication skills.	E
	Strong co-ordination and organisational skills.	E
	A constructive, flexible and positive approach towards working with vulnerable excluded people.	E
Qualifications	Educated to degree level or equivalent vocational qualification.	D

Terms and Conditions

Location	Overstream House or at other locations within Cambridge
Working pattern	5 days a week, Mon- Friday
Hours of work	37.5 per week
Salary	£26,000 Per Annum
Length of appointment	Permanent
Review period	3 months
Annual leave	25 days plus Bank Holidays
Pension eligibility	Yes

Screening Check Requirements

We have a legal responsibility to ensure that you have the right to work in the UK before you can start working for us. If you do not have the right to work in the UK already, any offer of employment we make to you will be conditional upon you gaining it. We will ask to see original paperwork confirming your right to work in the UK.

This role requires an enhanced Disclosure and Barring Service (DBS) check. Any offer of employment we make to you will be conditional upon the satisfactory completion of this check; whether an outcome is satisfactory will be determined by Wintercomfort for the homeless.

General Information

Wintercomfort works with people who are homeless, at risk of homelessness or with a history of homelessness. We provide services to aid every stage of recovery - from immediate basic welfare needs to long term help in identifying and dealing with the problems which are undermining their stability, and enabling them to engage with education, employment and specialist health services. National statistics rank the numbers of rough sleepers in Cambridge within the highest 20 UK local authorities.

For further information about us please visit www.wintercomfort.org.uk

What can Wintercomfort offer?

One of our core values at Wintercomfort is to recognise and reward our staff as our greatest asset. We realise that it's our people who have helped us to become a well-respected charity that helps to make a positive change to homeless people's lives. We want to continue to deliver excellent, relevant services for the homeless in Cambridge by attracting and retaining talented and motivated people. If you choose to come and work with us, you will find that we offer:

- **Benefits** – You will be eligible for benefits and services, including pension scheme, death in service benefit and tax-efficient bicycle lease and childcare vouchers.
- **A supported work environment** - You will receive a comprehensive induction and you will have a probation period to provide a supportive framework for reviewing your progress and discussing your training and development needs. You will be expected to have developed the skills to fulfil all role requirements within this period. Appropriate objectives will be discussed, agreed and reviewed regularly with your Line Manager so that your performance can be measured against these.
- **Training**- We recognise the importance of having a motivated and effective staff team. We offer on-going training to support you in your role.

Equality of Opportunity at Wintercomfort

We are committed to a proactive approach to equality, which includes supporting and encouraging all underrepresented groups, promoting an inclusive culture and valuing diversity. We make selection decisions based on personal merit and an objective assessment against the criteria required for the post. We do not treat job applicants or members of staff less favourably than one another on the grounds of sex (including gender reassignment), marital or parental status, race, ethnic or national origin, colour, disability (including HIV status), sexual orientation, religion, age or socio-economic factors.

Job Description Review

From time to time, this job description will be reviewed in line with the requirements of the work and organisational development. The post holder will have full opportunity to discuss this and be active in any changes and developments.