

Job title	Day Centre Team Leader
Salary	£27,807
Responsible to	Services Manager
Hours	37.5 hours per week including some weekends each month (latest until 1pm). Scheduling of hours open to discussion.

Wintercomfort is a small Cambridge charity supporting people who are homeless, vulnerably housed or at risk of losing their homes. We offer basic welfare amenities, educational development, pathways to employment and other services to help people achieve greater autonomy, in a safe and non-judgemental environment.

Role Summary

As a member of Wintercomfort's Team, reporting to the Services Manager the Day Centre Team Leader role is responsible for supervising the weekend locum team, delivering welfare services over the weekend, developing and delivering Wintercomfort's range of welfare services and social, learning, and work opportunities aimed at supporting individuals out of the spiral of homelessness and back into mainstream society.

Purpose of the job

Our Project Workers are front line team members responsible for helping Wintercomfort to meet its objectives of supporting the homeless and vulnerably housed in Cambridge to make positive changes in their lives.

The role holder will play a vital part in delivering a broad range of services predominantly based at our centre, Overstream House, with some outreach work within the community. Tasks range from helping people who are sleeping rough to access our drop-in welfare service and access one-to-one key-working sessions with an assigned Project Worker. This is a varied, challenging and incredibly rewarding role working with some of the most vulnerable people in the community to change their lives for the better.

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Key Responsibilities

To be a member of the project worker team at the day centre providing a welcoming and safe environment in which welfare and learning and development services can be delivered.
To be responsible for running the service at weekends and be a team leader to the Locums and weekend team.
Be responsible for co-ordinating day to day tasks during opening hours and, as a member of the staff team, to deal with any breaches of policy or of the code of conduct.
To support the delivery of Wintercomfort's welfare service overseeing access to essential facilities such as meals, showers and laundry services at our centre.
To provide one-to-one support with issues such as benefits claims, access to IT and support with online services and work with other professionals identifying individuals who require specific support in areas such as Housing, Recovery, Social Inclusion, Tenancy Support and Employment.
To have line management responsibility for the Locum Weekend Team and to ensure that any safeguarding concerns are reported to the Services Manager.
To provide occasional cover of the reception area, welcoming visitors to the centre.
To ensure that accurate records are recorded during Wintercomfort's activity time.
To ensure any necessary referrals and signposting is offered/ conducted with Service Users.
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.

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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.	D
	Experience of supporting vulnerable people with complex support needs to make positive changes in their lives.	D
	An understanding of substance misuse, mental health and issues associated with social exclusion.	D
	Experience of delivering advice, guidance and employability/educational support to individuals.	D
	Knowledge of local services for homeless and vulnerably housed people.	D
	Knowledge of the challenges associated with homelessness such as poverty, crime, mental health and addiction.	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
	Willingness and ability to work flexible hours including weekends.	E
Qualifications	Qualifications to demonstrate an understanding of vulnerable individuals in society such as Social work, Sociology, Psychology, Humanities.	D

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.

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.
- **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 performance expectations and 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.

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