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| Job title | Services Coordinator. |
| Salary | £28,000 |
| Responsible to | Services Manager |

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 the operational lead of the services area at Overstream House, the **Services Coordinator** ensures the seamless delivery of daily welfare services (inductions, showers, meals, laundry, activities) while providing proactive, trauma-informed caseload management to transition service users from crisis to stable housing. This role bridges immediate care with long-term strategic action, developing partnerships, signposting, improving service efficiency, and fostering positive, sustainable life changes for Cambridge's homeless community.

Key Responsibilities

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| To work alongside the Services Manager to coordinate, maintain and further develop a service user led, trauma informed support and welfare service, often coordinating the functioning of the services area to ensure all runs efficiently, as well as contributing to the development of new and ongoing activities timetables. |
| Provide welfare and accommodation-based support to service users including those that have complex needs, to help them build independence. |
| Conducting inductions and needs assessments, creating individualised support plans, liaising with project worker team and monitoring progress for service users, including those with complex needs. |
| Source safe accommodation, actively prevent homelessness through advocacy and signposting. |
| To develop, promote partnerships with external agencies to help connect service users to essential services, promote Wintercomfort services to stakeholders through professional forums and meetings. |
| Leading a daily team briefing with Services Manager overseeing the session providing a structured approach that balances operational updates, strategic oversight, raising concerns and discussing awareness of priorities, adhering to safeguarding procedures for vulnerable adults and managing challenging behaviour. |
| To support the delivery of Wintercomforts learning and development service providing opportunities for service users to access to employment, learning and cultural opportunities that help promote self development |

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| To work in partnership with other organisations to deliver or to facilitate the delivery of services to meet the needs of service users for improved health and wellbeing, housing support, debt support and improved quality of life. |
| To work with the Services Manager, CEO and other Managers to ensure that the delivery of the service meets funders requirements, achieves agreed outcomes and to assist with the timely delivery of monitoring reports for funders and stakeholders |
| Maintaining accurate records that are uploaded to Inform in a timely way, documenting the support service provided to Wintercomforts service users. |
| Ensure that record keeping meets the requirements of internal and external monitoring of outcomes, assisting with reports to funders and supplying timely information to support funding applications. |
| <i>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.</i> |

Person specification

| Criteria | Description | Essential or Desirable |
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| 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. | E |
| | Experience of delivering a programme of activities that promote self-development. | E |
| | Knowledge of local volunteering and informal learning opportunities. | D |
| | Knowledge of local services for homeless and vulnerably housed people. | D |
| | Experience of coordinating projects and /or teams to deliver agreed outcomes. | E |
| | Experience of supporting vulnerable people to volunteer. | D |
| Services Coordinator | Reviewed by Sarah Taylor | Date: April 2026 |

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| Skills | Trauma informed approach, ability to work with individuals facing multiple disadvantages | E |
| | 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 |
| | Partnership working- experience networking with internal / external partners | E |

Terms and Conditions

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| Location | Overstream House and at other locations within Cambridge |
| Working pattern | 5 days per week |
| Hours of work | 37.5 per week |
| Length of appointment | Permanent |
| Probation 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 a basic 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. In 2025/2026 we supported 720 people.

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 free counselling and clinical supervision.
- **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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