

<b>Job title</b>	<b>Tenancy Support &amp; Financial Wellbeing Project Worker.</b>
<b>Responsible to</b>	<b>Senior Tenancy Support Officer</b>

### Role Summary

As a member of Wintercomfort's Project Worker Team, reporting to the Senior Tenancy Support Officer the **Tenancy Support & Financial Wellbeing Project Worker** is responsible for delivering Wintercomfort's specialist range of 1:1 Pre and Post Tenancy Support, implementing proactive, holistic strategies designed to prevent people from losing their homes, whilst simultaneously providing them with the financial tools and capability needed to sustain stability, aimed at empowering Service Users to move out of the spiral of homelessness and back into mainstream society, preventing homelessness and foster financial inclusion.

### Key Responsibilities

To provide emotional and practical support and assistance to prepare and assist 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, occasionally in exceptional circumstances this could include in their own home when accompanied with external partners also includes via text, email, telephone and video calls.
To provide a wide range of resettlement-based support along with the Senior Tenancy Support Officer to ensure Service Users access the most suitable housing pathway for their individual needs. To take the lead on all housing related referrals for Service Users. To ensure all suitable Service Users are registered and supported on Homelink.
To provide crucial assistance to tenants, focusing on maintaining tenancies, managing money and debt and improving overall financial stability – including, signposting, budgeting, welfare benefits checks, rent arrears support, setting-up and managing utilities, housing related life skills, offering guidance and support to enable Service Users to maintain their own homes, aiming to prevent eviction and enhance quality of life.
To provide on-going long term tenancy support to Service Users moving into independent living, this includes private rental housing or alternative housing pathways without any on site support. To assist with hand over post tenancy support to accommodation providers at a suitable point in the Service User support pathway, with the aim of enabling long-term independence.
To ensure all Service Users have access to external grants and any available funding to support their individual needs to maintain their accommodation. Signposting and assisting with applications for funding to assist people moving into accommodation are supported with the appropriate items: floor coverings, white goods, basic furniture and home furnishings.
To support residents to keep their current homes, including mediation with landlords, accessing legal support on evictions, addressing anti-social behaviour, identifying high risk groups targeting support

JD – Tenancy Support & Financial Wellbeing Project Worker	Reviewed by Sarah Taylor	Date: April 2026
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towards vulnerable groups such as those fleeing difficulties, leaving prison, hospital or care systems.

To ensure that accurate records are kept, documenting the support services provided to Wintercomfort's service users onto the Salesforce/Inform system. Ensuring that record keeping meets the requirements of internal and external monitoring of outcomes, assisting with reports and case studies to the fundraising team.

Note - this is not an exhaustive list, and you may be required to perform other reasonable duties as assigned by the Senior Tenancy Support Officer, Services Manager and/or CEO.

## Person Specification

Criteria	Description	Essential or Desirable
<b>Experience</b>	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 and the ability to deliver guidance and support to individuals facing challenges like substance misuse, mental health and issues associated with social exclusion.	E
	Experience of professional etiquette, balancing authentic communication with the necessary respect for service users, colleagues and company standards	E
	Knowledge of local volunteering and informal learning opportunities.	D
	Knowledge of local services for homeless and vulnerably housed people.	D
	Experience in housing, welfare benefits, budgeting, debt reduction strategies, income maximisation, practical knowledge in helping individuals apply for charitable grants or emergency financial assistance.	D
<b>Skills</b>	Experience acting as an advocate, with empathetic listening, communication & negotiation skills and the ability to stay calm and solve problems in high-pressure situations.	D
	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. Willingness and ability to work flexible hours including weekends as and when needed.	D

## Terms and Conditions

<b>Location</b>	Overstream House or at other locations within Cambridge
<b>Working pattern</b>	5 days per week
<b>Hours of work</b>	37.5 per week
<b>Salary</b>	£28,000
<b>Length of appointment</b>	4.5-year fixed term as this post is funded by the National Lottery.
<b>Probation period</b>	3 months
<b>Annual leave</b>	25 days plus Bank Holidays (pro-rata for part time posts)
<b>Pension eligibility</b>	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](http://www.wintercomfort.org.uk)

JD – Tenancy Support & Financial Wellbeing Project Worker	Reviewed by Sarah Taylor	Date: April 2026
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[wintercomfort.org.uk](http://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 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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