Overstream House, Victoria Avenue,
Cambridge CB4 1EG

01223 518140
info@wintercomfort.org.uk

wintercomfort.org.uk

Job title	**Housing Project Worker.**
Responsible to	**Housing and Tenancy Services Manager**

Role Summary

This is a full-time community outreach and homelessness prevention role, working as part of the Wintercomfort tenancy sustainment and homelessness prevention project worker team. The Wintercomfort **Housing Project Worker** will provide practical, person-centred, housing-related support for people identified through community outreach and within Overstream House who are homeless or at risk of homelessness. The postholder will deliver frontline casework, advocacy and practical support to help vulnerable individuals secure, maintain and transition into safe, independent living. This will include supporting people to understand the options available to them, complete practical tasks, access appropriate services, strengthen housing stability and work with local partners to prevent housing crises from escalating.

Key Responsibilities

Community and Centre-Based Engagement - Build trusting relationships with people in familiar community settings and within Overstream House, including those who may feel unable to approach statutory services independently. Engage people at the earliest possible stage, identify practical support needs, and offer approachable, consistent support that encourages ongoing participation.
Housing-Related Support and Homelessness Prevention - Provide practical housing-related support and homelessness prevention assistance while recognising that the charity does not provide formal housing advice to people at risk of losing their accommodation. Supporting individuals to gather information, complete forms, attend appointments, understand correspondence and access appropriate statutory, voluntary or legal services where specialist advice is required.
Casework, Advocacy and Practical Support - Manage a caseload of people with varied and sometimes complex needs, providing one-to-one support, clear action planning and regular follow-up. Liaise with landlords, local authority housing teams and other agencies, accompany people to appointments where appropriate, and help individuals navigate housing-related processes, benefits, financial support, grants and wider welfare systems without providing regulated or specialist advice.
Partnership Working and Referral Pathways - Develop and maintain productive working relationships with local authority services, landlords, voluntary sector partners, legal advice providers and internal charity services. Make timely referrals into welfare, counselling, women's services, wellbeing support, training opportunities and other specialist provision where further advice or support is required.

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Safeguarding, Risk and Complex Needs -Recognise and respond appropriately to safeguarding concerns, mental health issues and other factors that may affect a person's ability to engage with support. Work within organisational policies and professional boundaries, ensuring that risks are identified, recorded and escalated when necessary.
Housing Stability and targeted intervention - Provide support to service users to both secure new accommodation and sustain their current homes, including mediation with landlords, accessing legal support, addressing anti-social behaviour. A core focus involves identifying high-risk groups and delivering targeted trauma informed interventions to those navigating complex mental health challenges, dual diagnosis, or substance misuse, as well as individuals fleeing difficult circumstances or leaving prison, hospital or care systems.
Records, Outcomes and Service Development Maintain accurate, timely and confidential case records on Inform, monitoring activity and outcomes to demonstrate the impact of the outreach programme. Contribute to service learning, identify gaps in provision, and support the development of effective community-based responses to homelessness and housing insecurity and deliver impactful case studies for funder reports.
Note - this is not an exhaustive list, and you may be required to perform other reasonable duties as assigned by the Housing and Tenancy Services Manager, Services Manager and/or CEO.

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Person Specification

Criteria	Description	Essential or Desirable
Experience	Ability to build trusting, professional relationships with people experiencing homelessness, housing insecurity or other complex challenges, both in the centre and in community settings.	E
	Ability to listen carefully, explain practical information clearly and support people to engage with statutory and voluntary services and experience of providing one-to-one practical support, including action planning, completing forms, attending appointments and following up agreed actions.	E
	Good understanding of safeguarding, professional boundaries, confidentiality and the importance of recognising and escalating risk appropriately	E
	Previous experience working in homelessness prevention, housing-related support, outreach, advice services, social care or a similar community-based support role.	E
Skills	Knowledge of local housing pathways, local authority processes, welfare benefits or services available to people at risk of homelessness.	D
	Experience working in partnership with landlords, councils, voluntary organisations, legal services or health and wellbeing providers.	D
	Confidence supporting people who may be distressed, anxious, disengaged or facing multiple barriers to accessing services, including the ability to manage a caseload, keep accurate records and monitor outcomes in a timely and confidential way.	D
	Effective IT skills including Word, Excel & Outlook Strong verbal and written communication skills. Strong co-ordination and organisational skills.	E
	Willingness and ability to work flexible hours including weekends as and when needed.	D

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Terms and Conditions

Location	Overstream House or at other locations within Cambridge
Working pattern	5 days per week
Hours of work	37.5 per week
Salary	£28,000
Length of appointment	2-year 6 months fixed term
Probation period	6 months
Annual leave	25 days plus Bank Holidays (pro-rata for part time posts)
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

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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 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.