



86–88 Victoria Street, Grimsby DN31 1BG

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Dear Applicant

Thank you for your interest in working for CARE.

Please find within this pack the following information:

- Introduction to CARE
- Job Description
- Person Specification
- Application Form

Short listed candidates will be those who fulfil all the criteria on the job description so please ensure that your application is as full as possible.

We look forward to receiving your application.

**PLEASE RETURN COMPLETED APPLICATIONS TO:**

Email: [sarah.t@carenelincs.co.uk](mailto:sarah.t@carenelincs.co.uk)

Yours sincerely

*Anne Bickerstaffe*

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CEO



**About CARE:** Below is a brief outline of who we are and what we do. Our website has more info and videos of our work: [www.carenelincs.co.uk](http://www.carenelincs.co.uk)

For 30 years, CARE have supported families and individuals in the deprived areas of Grimsby, Immingham and Cleethorpes in North East Lincolnshire. We are dedicated to relieving homelessness, poverty, and distress to those most in need in the local community. We run various projects including an innovative housing programme, crisis support, food pantry, drop-in, toy giveaway, and a furniture recycling shop. Many of our staff and volunteers have lived experience of homelessness, which helps build relationships and trust. We would like your support to continue this crucial work in North East Lincolnshire.

The Housing and Support service is the only one of its kind, working alongside individuals and families who are homeless, facing homelessness, vulnerably housed, or facing their last 'chance' to find and maintain a home. The reasons are often complex and traumatic, and our team of staff and volunteers work hard to give the intensive support needed to transform lives. We work in partnership with over 40 private landlords, to provide rented accommodation with support. Landlords tell us this help gives them the confidence to take on people with transient and chequered pasts that they would not otherwise house. Through our service, over 4,000 vulnerable adults and children have been rehoused.

## **OUR VALUES**

Our core values are Compassion, Acceptance, Relevance and Excellence, and these lead to our passion for inclusion. It is important to us that our community receive a service of excellence that is relevant to them so they feel accepted and are shown compassion.

- Giving a voice – we listen and learn, making sure our community has a voice and can influence CARE in every area of work.
- Adaptability – we always look to make adjustments for our staff, volunteers and community to accommodate and support any differences and diversity.
- Accessibility – we work with a range of partners to ensure we can make our service accessible for all, this includes considerations of language, mobility, and any access difficulties. We also listen, show compassion and stay flexible.
- Inclusion - no-one is turned away from CARE. We treat everyone with respect and dignity, giving people a voice, building trust, showing compassion and care.

## **WHAT WE DO**

CARE has 2 locations, in Grimsby, Immingham and Cleethorpes. The main Housing Support work takes place from Grimsby, 86-88 Victoria Street, Grimsby where we have a drop-in and it is from here that our housing and support work operates. The charity also has a charity shop in Cleethorpes on the seafront. This shop also includes a furniture recycling project and above the shop are 7 flats, where we house vulnerable people. In Immingham, we run an access point with one member of staff providing a drop-in, food pantry and crisis support. The cost-of-living crisis has increased the needs in our community,

## **IMPACT**

CARE provides a deeper, wider, non-prescriptive support remit, reaching all corners of a person's life, truly supporting each individual to reach their potential. Across Housing & Community Support exit meetings from last year, 41% of people reported the impact of CARE's support as 'life changing', and 59% as having 'a lot of positive impact'.

### *In the words of people we've helped:*

"Every time you come to see me, it's like there's this wall in front of me and every visit you're taking a brick out of the wall and I can see a way forward and the light shining through".

"This service has made such a big difference. I think without this help being available, the suicide rate would increase. Without this help, I do not know where I would be".

Comments from other agencies:

"I was at risk of homelessness and trapped in the upstairs bedroom after a double leg amputation. Being in one room, I was getting depressed. Now I am in an adapted bungalow. I no longer have to rely on my mum for everything, I'm much more independent and my mental health has improved."

"I am much more confident and assertive after my support from CARE, and it gave me the initiative to leave an abusive relationship."

"I didn't have a great start in life and had been homeless since my nanna died when I was 17. I was on the streets, sofa surfing, and moving from town to town. I didn't have anyone to turn to. I also have autism, ADHD and dyslexia, which made life ten times harder. I got housed through CARE and my life completely changed. My mental health and physical health are so much better. I have gone from struggling in life, to getting back on my feet with the support of CARE and a good landlord. It's really amazing where I am now from where I was 2 years ago".

### *Here are some of the comments from agencies that we work with:*

DWP Work Coach: "We refer people to you as you don't need a deposit or guarantor which is a major issue for people, as they can't get these things. It's not just homeless people, it's people whose accommodation isn't liveable and need to move, you help these people too".

Citizens Advice worker: "CARE's housing project is definitely of value to our agencies, as it gives people sustainable accommodation with support. The support is a big thing because we refer people to other agencies and we find they lose their homes, whereas the clients we refer to you, they keep their homes because of the support you provide".



## **JOB DESCRIPTION – Support Supervisor**

<b>Job Title:</b>	<b>Support Supervisor</b>
<b>Salary:</b>	£30,000 - £32,000 depending on experience
<b>Hours of work:</b>	37.5 hours per week
<b>Location:</b>	CARE Hub, 86-88 Victoria Street, Grimsby, DN31 1BG
<b>Reports to:</b>	Director of Services
<b>Line Manages</b>	Housing Support Workers
<b>Contract:</b>	Permanent
<b>Job Summary:</b>	<p>The Support Supervisor line manages CARE's Housing Support Workers, providing day-to-day supervision, guidance, and skills development. This role also includes regular hands-on support within the crisis drop-in service, helping maintain capacity during busy periods and ensuring people accessing CARE receive consistent, dignified support.</p> <p>Working under the direction of the Director of Services, the post holder balances supervisory responsibilities with practical involvement in service delivery. They support the development of the support worker team, maintain quality standards, and act as Safeguarding Deputy.</p>

## **Duties and Key Responsibilities**

### **Team Support and Supervision**

- Line manages CARE's Housing Support Workers, providing day-to-day support, guidance, and formal supervision.
- Hold regular check-ins and formal 1:1 supervision meetings with support workers.
- Provide day-to-day guidance on client work, helping staff manage priorities and follow CARE's processes.
- Carry out joint support visits with staff members for mentoring, quality assurance, and support with complex situations.
- Identify training needs and support staff development in line with CARE's approach to trauma-informed, person-centred support.
- Support new team members during their induction period and help maintain team communication.
- Review case notes and support records to ensure accuracy, consistency, and completeness.
- Raise any staffing or workload concerns with the director of services as needed.

## **Open House Support**

- Provide approximately 3 hours per day of hands-on support within CARE's crisis drop-in service.
- Work alongside the crisis support team during busy periods, providing additional capacity and practical help.
- Help maintain a calm, safe, and welcoming environment for all who access support.
- Respond to immediate issues or concerns within the building and escalate as appropriate.

## **Support Delivery**

- Provide operational oversight and support for housing support work delivered by Housing Support Workers, ensuring consistency and quality in line with CARE's approach.
- Support staff with general support tasks such as initial assessments, wellbeing check-ins, signposting, and general advice.
- Ensure client contact is recorded clearly and appropriately on CARE's systems.
- Provide direct, hands-on support within Open House and Crisis Support alongside support workers when required.
- Work closely with the Director of Services to identify and address any follow-up needs or gaps in support.

## **Safeguarding and Risk**

- Act as Safeguarding Deputy, supporting the Director of Services in responding to safeguarding concerns.
- Attend weekly safeguarding meetings (approximately 1 hour).
- Record and escalate safeguarding disclosures appropriately and in line with CARE's policy.
- Support staff in maintaining boundaries and managing difficult situations safely.
- Monitor and flag any incidents, behaviours of concern, or risks that require escalation.

## **Monitoring and Documentation**

- Monitor the quality and consistency of support delivered by Housing Support Workers.
- Ensure follow-up actions are noted and carried out and client contact is recorded clearly.
- Maintain records of staff supervision sessions and contribute to internal reviews.
- Assist the Director of Services in preparing for monitoring visits or audits.

# Person Specification

## Experience

- Experience working in a support, housing, or social care setting (Essential)
- Experience supervising, mentoring, or guiding staff or volunteers (Essential)
- Experience working with people experiencing hardship, homelessness, or complex needs (Desirable)
- Experience supporting safeguarding or responding to concerns (Essential)

## Knowledge and Skills

- Understanding of basic safeguarding processes and safe working practices
- Awareness of local support services and referral options
- Good communication and interpersonal skills
- Ability to remain calm and organised during busy or high-pressure situations
- Competent with IT systems including Microsoft Office and case recording tools
- Awareness of trauma-informed approaches to support delivery (Desirable)

## Personal Qualities

- Grounded, calm, and compassionate
- Able to support colleagues and people accessing services while maintaining clear professional boundaries
- Practical, flexible, and solution-focused
- Committed to CARE's values of inclusion, dignity, and respectful support

## APPLICATION FORM

I give consent for CARE to keep my details which will be securely filed and will <u>only</u> be used for the purposes of this application procedure. If I no longer want CARE to store my details, I can withdraw my consent at any time.	<b>Date:</b>  <b>Sign:</b>
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Full name:		Address:	
Telephone:		Post Code:	
Mobile:		Email:	

Please answer the following questions as fully as possible as it will be the only information we have when deciding on short-listing candidates for interview. Please keep your answers to each question to a maximum of half a side of A4 paper.

**Position(s) that you are applying for:**

**1. List your education and work history.**

**2. Describe in more detail what work/life experience (paid and unpaid) you have that is most relevant to this post?**

**3. What relevant skills do you have with regard to this post?**

(This might include education, training courses or qualifications relevant to the post)

**4. Describe your personal characteristics that will enable you to fulfil this role.**



**5. You are invited to put forward any other relevant experience, personal qualities, views and suitability for the post for which you are applying.**

**REFERENCES** (we will only seek references if you are offered the position)

**Referee 1**

Full name:		Address:	
Position		Post Code:	
Telephone:		Email:	

**Referee 2**

Full name:		Address:	
Position		Post Code:	
Telephone:		Email:	

*Note: Once this application process is completed all records of references on this form will be deleted.*