
CARE
18 Hainton Avenue
Great Grimsby
North East Lincolnshire
DN32 9BB

01472 232310
enquiries@carenelincs.co.uk
www.carenelincs.co.uk

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

Yours sincerely

Anne Bickerstaffe

Anne Bickerstaffe
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

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 3 locations, in Grimsby, Immingham and Cleethorpes. The main Housing Support work takes place from Grimsby, 18 Hainton Avenue 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

Job Title:	Crisis Support Worker
Salary:	£8,2423.04
Hours of work:	12 hours per week – Monday to Thursday 3 hours per day with opportunity for overtime.
Location:	CARE Grimsby Access Point, 18 Hainton Avenue, Grimsby
Reports to:	Housing Manager
Contract:	Permanent
Job Summary:	The Crisis Drop-in Support Worker plays a vital role in providing support to individuals experiencing crisis situations, such as housing instability, financial hardship, or emotional distress. The post holder will provide direct, hands-on support to individuals in crisis, conducting in-depth assessments of their immediate needs and working collaboratively with them to create tailored action plans. They will actively engage with clients, offering guidance and connecting them to vital internal and external services, ensuring they receive the comprehensive assistance required to address housing, financial, and emotional challenges.

Duties and Key Responsibilities

Frontline Support and Client Engagement:

Serve as the first point of contact for individuals accessing CARE services. Provide a welcoming, empathetic, and professional approach, managing enquiries from clients, landlords, stakeholders, and the public.

Assessments and Crisis Intervention:

Conduct initial assessments of clients' needs, including housing, food, fuel, welfare benefits, and other forms of assistance. Signpost clients to internal and external services, assist with benefit applications, such as PIP, UC, Benefit, and homelessness applications.

Form Filling and Welfare Checks:

Provide support to clients with completing detailed forms, including Personal Independence Payment (PIP) assessments, welfare benefit checks, and housing applications. Ensure all forms are completed accurately and in a timely manner.

Client Advocacy and Assistance:

Offer guidance and support to clients, recognising and responding to complex and

emotional needs. Exercise professional curiosity to gather information and determine appropriate interventions. Set boundaries and manage challenging situations assertively when necessary.

Record Keeping and Documentation:

Maintain accurate and up-to-date records of all client interactions, including contact details, assessments, and referrals. Complete and file all necessary client and agency contact forms to ensure effective information sharing within the team.

Follow-up Support:

Conduct follow-up calls to check on the status of referrals, form submissions, and services provided. Monitor clients' ongoing needs and adjust support plans as necessary.

Collaboration and Communication:

Liaise with the Housing and Support teams to ensure seamless delivery of services. Share important information with team members and external partners as required.

Housing:

Assist the Tenancy Support Officers with administrative tasks related to housing, such as coordinating landlord communications, scheduling repairs, and booking appointments. Help process rent payments and manage tenancy-related issues.

Information Management and Resource Maintenance:

Keep reception and public areas organised and well-presented, ensuring up-to-date information is displayed for clients, including leaflets and notices relevant to housing, welfare, and crisis support services.

Supervision and Support of Volunteers:

Provide support and supervision to volunteers working within the reception and Crisis Drop-in area, helping them deliver effective services to clients.

Administrative Duties:

Offer general administrative support to the Housing, Community Support, and Admin & Operations teams. Tasks include preparing documents, filing, photocopying, and managing client databases.

Safeguarding and Health & Safety:

Adhere to CARE's safeguarding policies and procedures, ensuring that vulnerable individuals are protected and supported. Follow lone working protocols and report any concerns to the Housing Manager.

Team Involvement and Training:

Participate in regular team meetings, supervision sessions, and training as required to enhance knowledge and skills related to crisis support and service delivery.

General Duties:

Report regularly to the Housing Manager and undertake any other duties that may be considered necessary for the role.

PERSON SPECIFICATION

Relevant Experience:	<ul style="list-style-type: none"> • Experience working with vulnerable individuals or those in crisis situations, such as homelessness, poverty, or emotional distress. • Experience in customer service, support work, or a similar front-line role, ideally in the charitable or community sector. • Understanding of welfare benefits, housing services, and other local support systems (desirable but can be trained).
Skills:	<ul style="list-style-type: none"> • Excellent communication skills: Ability to interact with a wide range of people, including those in distress, and communicate information clearly and compassionately. • Empathy and compassion: A non-judgmental approach when dealing with clients, understanding the complexities of their situations. • Problem-solving skills: Ability to assess clients' needs quickly and direct them to the right services and resources. • Record-keeping skills: Strong attention to detail to maintain accurate records of client interactions and case files. • IT skills: Proficiency in basic computer tasks, including databases, email, and Microsoft Office applications.
Personal Qualities:	<ul style="list-style-type: none"> • Resilience and patience: Ability to handle emotionally challenging situations and difficult conversations with calmness and patience. • Professionalism: Maintaining boundaries and being assertive when necessary, while ensuring the safety and dignity of clients. • Adaptability: Ability to handle a dynamic work environment where priorities may shift based on client needs.
Knowledge:	<ul style="list-style-type: none"> • Awareness of local services and agencies providing housing, financial, and emotional support. • Understanding of safeguarding practices, particularly with vulnerable adults and children (training provided if needed). • Basic knowledge of welfare and housing systems (training can be offered).
Qualifications (Desirable):	<ul style="list-style-type: none"> • Relevant qualifications in social care, community work, or support services (e.g., NVQ in Health and Social Care). • Safeguarding training or experience working within safeguarding frameworks.
Other Requirements:	<ul style="list-style-type: none"> • Willingness to undergo background checks (DBS or equivalent) due to working with vulnerable populations.

	<ul style="list-style-type: none"> • Commitment to CARE's mission to relieve poverty, homelessness, and distress.
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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.	Date: Sign:
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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:

CARE Crisis Support Worker

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 invited for interview)

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.