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

01472 232310  
enquiries@carenelincs.co.uk  
[www.carenelincs.co.uk](http://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](mailto: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](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 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

<b>Job Title:</b>	Housing Support worker
<b>Salary:</b>	£24,042.20
<b>Hours of work:</b>	35 hours per week
<b>Travel:</b>	You will be expected to have use of your own vehicle and travel to sites across the area of responsibility, and take clients to appointments (travel expenses are reimbursed).
<b>Location:</b>	CARE Grimsby Access Point, 18 Hainton Avenue, Grimsby
<b>Reports to:</b>	CARE's Housing Manager
<b>Contract:</b>	Permanent
<b>Job Summary:</b>	To provide housing and tenancy support service to vulnerable individuals in the local community. To support and empower clients to develop the skills to be able to live independently within the community. To support clients practical and emotional needs using a holistic person-centred approach.

### Duties and Key Responsibilities

#### Housing

- Support clients to move into and settle in their new accommodation.
- Carry out needs assessments and ensure that clients support plans are adequate, agreed with them, regularly reviewed, and reflect agreed outcomes.
- Ensure completion of forms and other relevant documentation and liaise with the landlord to ensure a smooth tenancy.
- Advise the tenant of 'what happens next' with the support programme.
- Mediate between landlord and tenant to ensure the tenancy is sustained.
- Working with vulnerable individuals in a focused way which enables them to maximise their independence and live to full potential, promoting independence and empowering sustainment of their tenancy.
- Work closely with an individual in understanding acceptable behaviour and being a good neighbour so that their tenancy is maintained in the longer term.
- Use the recording systems in place to enable a full reflection of all activities relating to each individual whether it be contact notes, all relevant supporting documentation, maintenance reporting, following the Schedule of Intensive Housing Management Tasks.
- Be responsible for a series of regular Health and Safety checks effective recording and reporting any compliance related matters to the Housing Manager.

- Be responsible for regular property inspections, addressing maintenance and other issues as required.
- Arranging repairs and escalating to the Housing Manager where required.

### **Community Support**

This is a wide-ranging role which involves providing practical support, kindness, and care to tenants, helping them to rebuild their lives, to become settled and happy. You will holistically and non-judgmentally befriend and support clients to enable them to make positive lifestyle changes. This includes all the work related to holding down a tenancy, but also everything else that relates to a person's wellbeing. This might mean driving people to doctors and hospital appointments; encouraging engagement with drug and alcohol services; finding suitable activities or supporting with job searches; easing feelings of loneliness, anxiety and worry; building friendships and relationships with neighbours and in the community.

#### The role includes, but is not restricted to:

- Providing a holistic support package encompassing the following key areas:
  - Preventing homelessness
  - Increasing confidence
  - Improving health and wellbeing
  - Improving life skills
- Providing 1:1 floating support to clients in their home and other community spaces.
- Completing a support plan with each tenant detailing all elements of support required in order for their tenancy to be maintained – including any signposting required. Then helping the client to achieve their aims. This must be reviewed on a regular basis.
- Ensuring the practical support needs of clients are being met through service delivery.
- Working closely with other professionals in order to provide a holistic approach to sustaining the tenancy including coordinating professionals' meetings when necessary and attending external meetings in relation to their support needs.
- Providing information, advice and guidance to enable tenants to understand their responsibilities and support them to develop effective strategies to manage those responsibilities.
- Liaising internally with all other departments to enable the successful cycle of tenancy related support and to help maintain the tenancy.

### **General**

- Ensure that the service is delivered according to the charities quality assurance standards and to promote continuous improvement in service delivery.
- Work alongside voluntary staff in delivering the objectives of the charity.
- Adhere to the charities' policies and procedures, including safeguarding children and lone working protocols.
- Attend regular team meetings and supervision and attend training as required.
- Attend regular training including safeguarding, domestic violence, drug and alcohol awareness, first aid.
- Represent CARE in a positive light to clients and other agencies.
- Work within the Data Protection Act and respect client confidentiality.

- Assist the CARE Housing Manager to achieve the projects outcomes under the current funding requirements.
- Report regularly to the CARE Management team and to carry out any other duties as may be considered necessary.

### **Personal Qualities**

CARE works with people from diverse and often troubled backgrounds, leading many of our clients to be very vulnerable. It is therefore essential that you are:

- Compassionate, empathetic, insightful and sensitive to people's difficulties
- Excellent communicator
- Resourceful, organised and able to think clearly under pressure.
- Good organisational skills, and must manage own diary and keep regular weekly appointment with clients.
- Enthusiasm for CARE's overall aims and core purpose.
- Positive attitude with a 'can do' approach.
- Proactive person who will collaborate with others.

## APPLICATION FORM

I give consent for CARE to keep my details which will be securely filed and will only 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:**

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 Van Driver

**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.*