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

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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 Descriptions
- Application Form

Closing date for applications is 29th January 2024.

Interviews will be held on the week commencing 5th February 2024. 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 may not be able to respond to everyone who applies, so if you have not been invited for an interview by 12th February 2024 then unfortunately you have not been short-listed.

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 community work takes place from Grimsby, 18 Hainton Avenue where we have a daily drop-in from 10am-1pm and it is from here that our community support and housing 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 – Tenancy Officer

Job Title:	Tenancy Officer
Salary:	Starting at £23,114 (pro rata)
Hours of work:	25 per week initially with a view to increase to full time as the housing department grows
Location:	CARE Grimsby Access Point, 18 Hainton Avenue, Grimsby
Reports to:	Housing Manager
Contract:	Permanent
Job Summary:	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

- To support clients to find, move into and set up accommodation, liaising with landlords, utility providers, and other services as and when required.
- To assess and validate accuracy of all applications received for help from the scheme.
- Interview the applicant and obtain the information necessary to assess the suitability of the applicant for the scheme.
- Obtain references and any other appropriate documentation and information necessary to correctly assess an application.
- Aid the prospective tenant in finding a suitable property, arrange viewings and liaise with the landlord and Housing Manager appropriately.
- To assist Housing Manager with void turnaround, including visiting properties, inspections and overseeing any repair work needed to bring the property back up to lettable standard.
- Advise applicants of supporting documents required.
- Carry out needs assessments and ensure that clients support plans are adequate, agreed with them, regularly reviewed and reflect agreed outcomes.
- Ensure full completion of forms and other relevant documentation including the final tenancy agreement and liaise with the landlord to ensure a smooth inception of tenancy, online claims for Housing Benefit, Council Tax, DHP, utilities etc as appropriate.
- Advise the tenant of 'what happens next' with the support programme.
- Follow the Schedule of Intensive Housing Management Tasks.
- Brief, and work with, the Community Support workers and Housing Support Workers to enable appropriate floating support visits to take place.
- Ensure accurate records and all actions are retained.

- Mediate between landlord, tenant and CARE support workers to ensure the tenancy is sustained.
- Liaise with Housing Benefit and landlords regarding problems with payments or non-payments of tenants, and organising repairs.
- Deal with any tenancy related issues such as neighbour disputes, or landlord disputes.
- Submit supporting documents on clients behalf to North East Lincs Council and DWP.
- Identifying and referring clients' needs to other appropriate statutory and non-statutory agencies e.g. HOTS, Fire Safety officers, NHS and Social Services.
- Identifying any adult or child safeguarding issues and reporting to CARE's safeguarding lead promptly.

General

- To ensure that the practical support needs of service users are being met through service delivery.
- To 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.
- To adhere to the charities' policies and procedures, including safeguarding children and lone working protocols.
- To be responsible for post and also any receiving and sending recorded delivery items e.g. legal documents such as a Section 21.
- To attend regular team meetings and supervision and attend training as required
- To represent CARE in a positive light to clients and other agencies.
- To Support/ Advocate for clients as required.
- To work within the Data Protection Act and respect client confidentiality.
- To assist the CARE Housing Manager to achieve the projects outcomes under the current funding requirements.
- To report regularly to the CARE Housing Manager and to carry out any other duties as may be considered necessary.
- Undertake any training required by your employer, CARE.

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.
- Enthusiasm for CARE's overall aims and core purpose.
- Positive attitude with a 'can do' approach.
- Proactive person who will collaborate with others.