
Caseworker

Job Title:	Caseworker
Hours:	28 hours per week
Salary:	£30,000 (pro rata)
Location:	360 Middle Park Avenue, SE9 5QH
Duration:	Permanent

About the role

As a small charity, our staff team work closely in a flexible, cooperative working style. Prioritising the best service to our guests, all team members thrive off a fast paced and dynamic environment which varies day to day. We are looking for someone enthusiastic who can be flexible and adaptable in a fast changing and highly rewarding work atmosphere, and that shares the vision of our staff and trustees.

This role will play a vital role in supporting guests using our all year-round Day Centre, Winter Night Shelter and prevention project. You will work within a casework team working with clients on a 1:1 basis to develop and deliver individual support plans and will work in partnership with local organisations to provide a joined-up response to homelessness.

Recognising that homelessness is often a result of complex and multiple problems, you will use your communication and organisational skills to work with existing agencies and organisations to identify the best course of action for each individual.

This role offers the opportunity to make a meaningful impact on the lives of individuals experiencing homelessness while developing your skills in communication and fundraising to support the charity's mission. We as an organisation are committed to ongoing professional development through our network of partners and support organisations both local and national.

The variety within this role would suit someone who is looking to gain casework experience, or someone looking to broaden their existing knowledge.

Key responsibilities:

Operational

- Support the assessment of referrals in partnership with external referral agencies to determine suitability for all of our services
- Maintain accurate and up-to-date records on the client database, ensuring all information is handled securely and confidentially
- Work closely and collaboratively with colleagues, volunteers, and external support organisations to provide coordinated support.

Client engagement

- Assist in co-producing and delivering personalised support plans with each client that reflect their goals
- Take responsibility for a cohort of clients and undertake regular check-ins with them, liaising with external agencies to explore appropriate move-on options
- Help coordinate transitions from GHP services to next-stage accommodation or support
- Build positive relationships with clients, engaging with empathy, professionalism, and respect
- Offer wider support and referrals around welfare, housing, and wellbeing issues as determined by their personal support plan.

Service Development

- Develop personable & positive working relationships with a wide range of local services
- Contribute ideas to improve client processes and service delivery
- Assist in collecting and reporting feedback and data to support service evaluation to a range of stakeholders including trustees, funders and others.

Organisational engagement

- Contribute to organisational strategic planning and review of progress
- Contribute to the development of grant proposals and reporting as required
- Contribute to the development of relevant organisational policies and procedures
- Develop collaborative working relationships with all staff and volunteers.

Person specification

Experience

- Experience working with vulnerable individuals, including people experiencing homelessness.
- Experience managing a caseload and prioritising competing demands.
- Experience conducting needs and risk assessments.
- Experience working in partnership with statutory and voluntary agencies.

Desirable experience includes lived experience of homelessness and an ability to bring expertise through experience to this role.

Knowledge

- Knowledge of the causes of homelessness and barriers to tenancy sustainment.
- Knowledge of the welfare benefits system, including Universal Credit and Housing Benefit.
- Understanding of trauma-informed practice.
- Knowledge of safeguarding procedures and risk management.
- Awareness of equality, diversity and inclusion principles.

Skills & Competencies

- Excellent interpersonal skills with the ability to build trust and rapport.
- Ability to communicate complex information clearly and sensitively.
- Strong written skills for case notes, reports and statutory correspondence.
- Ability to analyse information and make sound, evidence-based decisions.
- Strong time management and prioritisation skills.
- Accurate record-keeping and attention to detail.
- Ability to work collaboratively with internal teams and external agencies.

Personal Attributes

- Empathetic and non-judgemental approach.
- Professional integrity and ability to maintain boundaries.
- Commitment to empowering individuals to achieve sustainable outcomes.

IT & Administrative Skills

- Competent in Microsoft Office applications.
- Ability to maintain accurate digital records.
- Understanding of GDPR and data protection requirements.