

## Caseworker Role and Application Details

**Job Title:** Caseworker

**Salary:** £15/hour, 35 hours per week (part time is also an option)

**Location:** 360 Middle Park Avenue, SE9 5QH

**Duration:** Initial 6-month contract with potential for extension

### About Greenwich Winter Night Shelter

Greenwich Winter Night Shelter (GWNS) is a local charity which provides warmth, emergency accommodation and support for the homeless in Greenwich during the winter months. The charity was established in 2014 and, until now, has operated a rotating-venue night shelter for 15 homeless people with the support of over 300 volunteers.

This year, we are at an exciting stage of our development as we move away from the rotating model to set up a static shelter with single room accommodation. Not only will this provide more consistency and stability for our guests but will give us the opportunity to increase and develop our support provision. Part of this will be developing our casework function, supporting guests to break the cycle of homelessness and move on into more permanent housing solutions.

### About the role

The purpose of the role is to provide advice and support to help guests to work through the challenges they are facing. You will be the primary point of contact with our partnered referral agencies and will work closely with them on a case-by-case basis to determine whether GWNS is a suitable short-term accommodation solution for their clients.

Once guests have been referred into GWNS, you will work with them to assess their needs, understand their housing goals and support them to move on. Recognising that homelessness is often a result of complex and multiple problems, you will use your knowledge of local services, the benefits and housing system and work with existing agencies and organisations to identify the best course of action for each individual.

The role is designed to be flexible to reflect the needs of the guests. There is scope to shape the role and develop our wrap around support strategy to contribute to GWNS's broader ambition of working towards ending homelessness in Greenwich.

### Key responsibilities:

- To assess referrals for suitability to GWNS in partnership with our referring agencies
- Support guests with welfare, legal, debt, housing and other specialist issues, signposting to other services where necessary
- Develop personable, positive and effective working relationships with a wide range of services
- Adopt a flexible approach towards casework, progressing casework through collaboration and partnership working with local authorities, charities and support services
- Develop and improve our referral processes and pathways to ensure they are streamlined and effective
- Support with the launch our year round day centre
- Work in partnership with the Development Manager to ensure a high standard of service delivery at all times
- Monitor and evaluate the effectiveness of the service
- Engage with vulnerable people in a sensitive, empathetic and professional manner
- Maintain detailed case records ensuring all sensitive data is adequately protected and handled
- Model good practice to other staff and volunteers within the service
- Any other tasks as required

**A successful candidate will ideally demonstrate:**

- Experience of supporting and advising homeless people or other groups of disadvantaged or disempowered people
- Experience of working with people with complex needs
- Good working knowledge of housing law and the benefits system
- Excellent communication and interpersonal skills with people from a range of different backgrounds, professions and situations
- Ability to use own initiative, prioritise workload and manage time and resources effectively
- An understanding of the importance of safeguarding and application of safeguarding policies, procedures and good practice
- Ability to work collaboratively as part of a team
- Working knowledge of standard IT products and ability to maintain databases and record cases
- A commitment to supporting people experiencing homelessness and to preventing and ending homelessness for all

GWNS is continuing to develop and change all with the aim of developing the best outcomes for the people we support. We are keen to recruit someone who will grow with us and adapt as needed to the changing aspects of the service as they emerge.

GWNS is a charity founded and operated on Christian principles. We are committed to diversity and inclusiveness and pride ourselves on welcoming guests and volunteers of all faiths and none, regardless of sexual orientation, ethnic, cultural or socio-economic background. A successful candidate would be expected to share these values. We welcome applications from all individuals regardless of background.

#### **How to apply**

Please send a CV and cover letter outlining your skills and experience to meet the requirements of the role to Katy Ridsdill-Smith at [hello@gwns.org.uk](mailto:hello@gwns.org.uk) by **Monday 13 December**. Interviews will take place on Thursday 16 December (an alternative date can be arranged if necessary).

Feel free to get in touch if you have any questions about the role or would like to discuss anything in more detail.

We look forward to hearing from you!