

## Bernicia Group Role Profile

**Title:** Homeless Service Support Worker, Care and Support

**Reporting to:** Homeless Support Services Team Leader, Care and Support

**Date:** April 2026.

## Purpose

Deliver excellent housing related support services that meets the needs of families at risk of homelessness.

## Accountabilities

### Operational

- Deliver excellent housing management services within timescale and in accordance with Bernicia policy and procedure
- Safeguard all clients and their children during their residence, delivering the role of 'Responsible Person' within the Groups safeguarding processes
- Deliver high quality housing related support services from initial assessment to move
- Represent Bernicia as necessary and attend meetings, training and supervision as required
- Assist in the preparation of statistics, reports and research and participate in monitoring and evaluation systems
- Participate in new initiatives that will lead to improvement in performance and service delivery.
- Assist the Homeless Support Services Team Leader with the day to day requirements of the scheme

### Corporate

- Comply with all relevant legislation and work within our policies and procedures.
- As appropriate to the role, take ownership of the data in your area and support the achievement of high quality data and data management across Bernicia, by ensuring any data recorded is accurate, reliable and trustworthy.
- Perform your role in accordance with the Bernicia Way and draw to your manager's attention any unsafe working practice/conditions.
- Maintain a safe and healthy working environment, by ensuring all health and safety policies and procedures are fully implemented and consistently applied and carrying out suitable and sufficient risk assessments.

The above list is not exhaustive and your role will certainly change over time reflecting the changing needs and activities of the organisation and our commitment to making best use of technology and improving the way we do things. You must therefore be committed to personal development, adapting to and welcoming change and making continuous improvements in the efficiency and effectiveness of our use of resources.

All colleagues are encouraged to not ignore work at the boundaries of their specific role, by taking “ownership” of any issue with which they become involved, ensuring that all matters are brought to a satisfactory conclusion. This includes identifying any risks involved in the day to day responsibilities of the role and taking action to mitigate those risks.

### **Essential Skills & Experience**

- Good Standard of General Education, preferably with relevant professional qualification.
- Minimum 2 years experience of working in a housing related support service and a proven track record of working with partner agencies to achieve positive outcomes for customers.
- Specific experience of working with safeguarding protocols in the role of ‘Responsible Person’.
- Sound knowledge of the Welfare Benefits system and experience of supporting people to make and appeal claims for benefits.
- Excellent interpersonal and communication skills, both written and verbal.
- Advanced IT skills, particularly with Microsoft packages.

Values	
Value	Expectation
Customer Focussed	We understand our customers and champion customer focus.
Trusted	We uphold the highest standards of integrity in all our actions, we are personally accountable and deliver what we say we will do.
Respect for People	We respect our tenants and customers and recognise them as individuals. We value our colleagues, encourage their development and reward their performance.
Leadership	We provide strong and transparent leadership, supported by clear decision-making which is evidence-based and outcomes-focused.
Collaborative	We collaborate to help meet the needs of tenants and customers, partners and the wider North East.

