

HOMELESSNESS PREVENTION WORKER



ONE-YEAR FIXED TERM MATERNITY COVER

Reporting to	Services Manager
Location	Office-based in High Wycombe with some flexible options
Hours	30hours a week with some weekend and evening working
Starting salary range	£30,720 - £31,720 pa
Contract type	12 month fixed-term contract
Working starting date	15 September 2025
Important info	Owing to the nature of this position, any offer of employment will be subject to a satisfactory a DBS check.
Occupational requirement	In accordance with Schedule 9 of the Equality Act 2010, there is an occupational requirement for the successful candidate to be a Christian. See our document 'Christian context for working with Wycombe Homeless Connection' for further details.
Interviews	We will interview as we receive suitable applications so don't delay in applying.

About the role

As a homelessness prevention worker you'll play a key role in the charity's mission, putting your skills to use in a meaningful way to tackle homelessness in High Wycombe and across south Buckinghamshire.

Homelessness Prevention Workers help stop unfair and illegal evictions, make sure people understand their rights to housing and will defend the rights of people who are homeless or facing homelessness. They are skilled professionals and work with solicitors and others professionals to provide expert guidance to clients on what are often complex cases.

You will have the character and aptitude to take on this rewarding role and will work in a small team.

This is a fixed-term maternity leave cover role.

Main responsibilities

Contribute to the provision of our homelessness prevention work including assisting in running housing legal advice sessions, and work with clients to advocate for their rights

- Provide services such as advice, case management, housing legal clinics, homelessness and eviction prevention as allocated.
- Advise clients of their housing rights and relevant support available to them and make appropriate referrals to external agencies regarding accommodation and specialist support.

- Assist clients to prepare for, and accompany them to, tribunals, court hearings and the like in relation to their housing crisis.
- Uphold and defend clients' rights helping them work and liaise with landlords, councils, DWP and others in court and elsewhere.
- Make appropriate representations or written submissions to the MP's office, DWP, council, housing and social care departments etc.
- Effectively and professionally manage a case load of clients as allocated.

Contribute to support work as needed

- Work with members of the support team co-operatively and help with support operations occasionally as required by the services manager.
- Work with clients to identify their housing issues, give advice and support them in addressing these issues.
- Advise clients of relevant support available to them from other agencies.
- Make appropriate referrals to external agencies regarding accommodation and specialist support.

General responsibilities

- Keep accurate and useful records of work undertaken.
- Work proactively and follow operational procedures and protocols.
- Work co-operatively and effectively with volunteers who help WHC deliver our work.
- Ensure that every communication and interaction with external agencies is professional, of a high standard and reflects well on our reputation.
- Attend training as required.
- Participate in meetings, in some cases representing the charity, as agreed with the services manager.
- Attend regular team meetings.
- Work closely with partner agencies to optimise our services.
- Speak occasionally as part of our speaker panel to inspire support and volunteering.
- Undertake any other relevant duties as required.

About you

To flourish in this role you'll need:

Beneficial but by no means essential: a relevant degree (or equivalent), the Chartered Institute of Housing Level 3 certificate in Supporting Homeless People, or a qualification in social care, housing or advocacy.

- **Experience of providing face-to-face services to individuals** in areas such as advice and advocacy, working in close partnership with external agencies, organisations and individuals will be beneficial.
- **Confidence and experience in using online systems, databases and Microsoft Office packages.**

- Experience in the **housing or homelessness sector** would be beneficial as well as working or volunteering in a legal or advocacy context, knowledge of the **benefits system** and familiarity with **housing and homelessness legislation**.
- **Understanding of data protection and privacy principles.**
- Experience of **working in a charity and with volunteers** is desirable.
- **A caring, empathetic outlook with the ability to challenge individuals** to take control of their own situations.
- To be **self-motivated** with energy, enthusiasm and the ability to proactively pursue cases to their conclusion.
- Knowledge of languages other than English is a plus.

We will need you to:

- **Be committed to the Christian faith.** There is an occupational requirement for the post-holder to be a practicing Christian as you'll represent us to clients, the public and other stakeholders and help others understand and convey our faith foundation. You may need to pray with and for others and take part in or lead Christian worship.
- **Enjoy working both independently and as part of multiple teams** and be a **team player**. You'll have the ability and desire to get on well with your colleagues and our volunteers, recognising the benefits of collaboration and cooperation.
- **Be a great communicator**, both written and verbal especially when it comes to working in a team and with clients who will have a range of needs.
- **Manage your time** well with the ability to set and meet deadlines.
- Be comfortable working in an environment where **confidentiality** is applied to many areas of our work. You'll need to **set boundaries** with clients.
- **Be aligned to our vision, mission and values** and to be happy to act in line with our **code of conduct**.
- **Be flexible, resilient and adaptable to change**, with the ability to thrive in an environment where change occurs regularly as we adapt to the needs of our services users and the economy and society in which we work.