

Job description

Job title: Family Services Outreach Practitioner

Reports to: Family Services Team Leader

Salary: £33,132 (pro rata for part time) plus benefits

Contract: 24 months fixed term, 35 hours (full time) or 28 hours (part time) per week

Number of posts: 2

About us:

The Cardinal Hume Centre works to prevent and tackle youth and family homelessness. We:

- Provide a home with support for up to 39 young people
- Support children and families in housing or other need
- Offer housing and welfare rights advice to help people keep or find a stable home and to manage their money
- Advise and coach people to find work, learning or training
- Provide immigration advice to help people secure their legal right to remain in the UK to access homes, work and benefits.

Last year we helped over 1400 people including over 700 families and 300 children and young people, aiming to break the cycle of homelessness and poverty from a young age. Our approach is personalised, acknowledging the unique complexities of each individual through six key services: residential; family support, legal advice, employment, education and immigration advocacy.

The Centre is based within five minutes' walk from Parliament but works in an area where homelessness in nearly all its forms has increased. Around 3,800 children from Westminster are housed in temporary accommodation. Over 25% of children live in poverty. Families face unaffordable housing costs, a challenging labour market and rising levels of crime.

With an annual income in the region of £3.5 million, the Centre currently employs around 65 dedicated members of staff and around 45 volunteers.

Team context:

This role reports to the Team Leader in the Family Services team. There are 7 members of the team in total, with three Family Services Practitioners, 2 Family Services Outreach Practitioners, 1 Family Services Team Leader and the Manager of Family and Young People Services.

About the role:

The overall purpose of this role is to:

- To provide intensive support for families with children living in temporary accommodation (TA) in London, ensuring their stay in TA is as short, safe, and healthy as possible

- To join the Centre's new Testing Hub team, funded by Justlife as part of its Transforming Temporary Accommodation Programme, focused on trialling new and innovative approaches to alleviating family homelessness

Job description:

- To provide intensive, personalised support for families with children living in TA, managing a caseload of 10-20 families per year
- To conduct in-depth assessments with families referred to the project, identifying areas where parents and children need support (e.g., housing, finances, health, employment, education, relationships etc.) and helping them to set meaningful goals
- To build genuine, positive, and trusting relationships with families, through both 1-1 work with parents and whole-family activities that build togetherness and resilience
- To support families (particularly those placed out of borough) to feel confident, settled, and supported in their local community – e.g., by researching local resources and amenities, accompanying families to activities, and supporting them to become more independent
- To support families to find and engage with advocacy and advice services to address their long-term needs, both at the Centre and elsewhere
- To assist families with practical and administrative tasks, such as responding to letters, securing school places, and applying for grants
- To complete regular assessments with families to monitor their progress in different support areas, such as their mental health and wellbeing
- To assist the Team Leader and Evaluation and Learning Manager with the evaluation of the intensive family support model, including by keeping clear records of support work and regularly collecting feedback from families
- To assist the Team Leader and Evaluation and Learning Manager with the project's co-production work, including supporting the management of an advisory panel of parents with lived experience of homelessness who will be co-designing interventions
- To support the team more broadly to build relationships with stakeholders and partners across London, including Justlife and Westminster City Council
- Safeguarding responsibilities of the role

Person specification

Essential:

1. Experience working with children, young people, and families, particularly those with additional and complex needs
2. Good knowledge and awareness of the issues around family homelessness and its impact on children's wellbeing and development
3. Ability to communicate well and build relationships with children and adults
4. Ability to work both independently and as part of a team

5. Good organisational, record keeping, and time management skills and good digital literacy with a range of IT skills
6. A strong commitment to service improvement, learning, and co-production
7. A willingness to travel and to work flexibly to meet the needs of families placed in different London boroughs
8. A strong commitment and understanding of the value of play in children's development
9. A strong commitment to the Centre's mission, values and behaviours; a strong belief in the value of every individual.

Desirable:

1. Experience of working in a charity or organisation working with vulnerable people
2. General knowledge and awareness of the issues around youth and family homelessness.
3. A recognised qualification (Level 2 or above) in a relevant field – e.g., community work, youth work, social work, play work, childcare etc.
4. Knowledge of other languages – e.g., Arabic, Amharic, Farsi, Portuguese, Spanish
5. Experience of lone working and/or working confidently in community settings
6. Experience of strength-based and/or coaching approaches and techniques

Our people - we believe each person matters:

Our clients

Our clients guide everything we do. We're here to help children, families and young people experiencing or at risk of homelessness, or clients who have urgent needs that can be met at the Centre and not elsewhere.

We value every person; this is central to our work

We seek to develop trusting relationships with our clients. We rely on them to help us improve and develop our services so we include them wherever possible in our work.

Our staff and volunteers

Our staff and volunteers are diverse in their backgrounds, and their skills and experience. Many have lived experience of the challenges our clients face. We are proud of our warm welcome and our team's commitment to support people facing disadvantage to escape the cycle of poverty and homelessness.

The Centre's [website](#) has more about our work including our [approach](#), our [strategy](#) and our [values](#) and behaviours.