

Homelessness Community Connector

Below you will find the full job description and person specification for this role. To apply, please send your CV and covering letter/email to admin@the-friary.org.uk explaining your suitability for the role. Any questions about the role can also be sent to this email address.

Job overview

We are seeking a highly experienced and confident navigator to join our team in the position of Community Connector. This is a specialist, autonomous role requiring a strong background in housing and homelessness, drug and alcohol services, extensive case management experience, and the ability to work independently with individuals who have complex and problematic substance use needs. You will work assertively with people who are rough sleeping or at risk of homelessness, many of whom may be disengaged from services. The necessary skills and patience required to re-build relationships with this client group is key.

This role is not entry-level and is best suited to candidates who can demonstrate proven expertise of assertive engagement with people who may also be experiencing Severe and Multiple disadvantages (SMD).

The Community Connector will provide intensive, trauma-informed, one-to-one support for people experiencing or at risk of rough sleeping, including those experiencing long-term and repeat rough sleeping.

The postholder will undertake outreach and engagement work throughout Nottingham, including regular work within a dedicated Day Centre (Friary Drop-In), whilst remaining accessible to partners across the homelessness network. You will work independently and as part of team, with a Community Connector employed at Emmanuel House and a Community Connection Team Leader.

The role is focused on building trusted relationships with individuals who may be reluctant to engage with services and providing consistent, person-centered support from first contact through to securing and sustaining accommodation.

Working collaboratively, the Community Connector will support service users to navigate services across housing, health, mental health, substance use and wider support services to ensure individuals receive a holistic and individualised response to their needs.

A defined cohort of individuals will be agreed with local partners. Volunteers, including peer volunteers, will support the Community Connector to provide additional relational support and strengthen engagement opportunities.

Job Description

Job Title

Homelessness Community Connector

Hours

37.5 hours per week

Salary

£31,835 per annum

Tenure

Fixed-term to 31st March 2029

Location

Friary Drop-In Centre, with outreach and community-based working across Nottingham.

Purpose

To provide intensive, trauma-informed one-to-one support for people experiencing or at risk of rough sleeping, including those experiencing long-term and repeat rough sleeping

CORE RESPONSIBILITIES

Engagement and Relationship Building

- Build trusting, positive and professional relationships with people experiencing homelessness and rough sleeping.
- Engage proactively with individuals who may have previously disengaged from services.
- Use trauma-informed and psychologically informed approaches to support engagement.
- Maintain regular, meaningful and consistent contact with individuals to promote positive outcomes.
- Work flexibly to meet people where they are, both physically and emotionally.

Outreach and Intensive Support

- When appropriate, undertake outreach work throughout Nottingham to identify and engage people sleeping rough or at risk of rough sleeping.
- Carry out holistic assessments and jointly develop personalised support plans.
- Provide intensive support to help individuals access and sustain accommodation.
- Assist individuals to access healthcare, mental health services, substance misuse support, welfare benefits, education, training and employment opportunities where appropriate.
- Accompany individuals to appointments and meetings where required to support engagement and advocacy.

Partnership Working

- Develop effective working relationships with statutory, voluntary and community sector partners.
- Participate in multi-agency meetings and coordinated support planning.
- Advocate on behalf of individuals to ensure fair access to services and opportunities.
- Work collaboratively with housing providers, local authority services, healthcare professionals and community organisations.
- Contribute to a joined-up approach to reducing rough sleeping and preventing homelessness.

Volunteer and Peer Support

- Participate in the training of new volunteers.
- Work positively alongside volunteers and peer volunteers.
- Support volunteers to contribute effectively to engagement and relationship-based support.
- Promote opportunities for peer involvement within service delivery.
- Ensure clear professional boundaries are maintained at all times.

Administration and Record Keeping

- Maintain accurate, timely and confidential records.
- Complete assessments, risk assessments, support plans and monitoring requirements.
- Contribute to contract monitoring, service evaluation and outcome reporting.
- Ensure compliance with GDPR, safeguarding responsibilities and organisational policies.

Team Responsibilities

- Contribute to a safe, inclusive and welcoming environment.
- Promote dignity, respect, equality and social inclusion in all interactions.
- Follow Friary Drop-In policies and procedures, including safeguarding, confidentiality, GDPR and Health & Safety.
- Take part in supervision, training, staff meetings and development, and be committed to your own professional development.
- Represent Friary Drop-In positively with colleagues, volunteers, partners and the community.
- Carry out reasonable duties requested by your line manager that are appropriate to the post.

Person Specification – knowledge, skills and experience

E – essential

D - desirable

Qualifications	
Educated to GCSE level or equivalent, including English and Mathematics.	E
Relevant qualifications in housing, health and social care, community work, counselling or a related field.	D
Knowledge	
- Understanding of homelessness and the issues affecting people experiencing rough sleeping. - Understanding of trauma-informed practice and person-centered support - Awareness of safeguarding principles and risk management. - Understanding of professional boundaries and confidentiality.	E
- Knowledge of local homelessness pathways and support services. - Understanding of housing legislation and welfare benefits systems.	D
Experience	
- Experience of supporting vulnerable adults with complex needs. - Experience of working collaboratively with a range of organisations and professionals. - Experience of managing a caseload and maintaining accurate records. - Experience of supporting individuals to achieve agreed outcomes.	E
- Experience of homelessness, housing support or rough sleeper outreach services. - Experience of working with people affected by mental ill health, substance use or severe multiple disadvantage. - Experience of supporting volunteers or peer mentors.	D

Skills and abilities	
• Excellent communication and interpersonal skills. • Ability to build rapport and establish trust with people who may be reluctant to engage. • Ability to work independently and manage competing priorities. • Strong organisational and time management skills. • Ability to maintain accurate records and produce clear written reports. • Competent IT skills, including Microsoft Office and electronic case management systems. • Ability to work effectively as part of a multidisciplinary team.	E
• Ability to facilitate group activities or workshops.	D
Personal qualities	
• Commitment to the values and mission of the Friary Drop-In. • Compassionate, resilient and supportive approach. • Strong sense of accountability and professionalism. • Commitment to equality, diversity and inclusion. • Ability to remain calm under pressure and manage challenging situations. • Commitment to continuous improvement and learning.	E
Working requirements	
• Ability to work flexibly across Nottingham and at multiple service locations. • Ability to undertake outreach and community-based work. • Willingness to work occasional evenings or weekends as service delivery requires.	E

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