



SPITALFIELDS CRYPT TRUST

LIFE BEYOND HOMELESSNESS & ADDICTION

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JOB DESCRIPTION

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| Post Title | Housing First Support Worker |
| Responsible to | Housing First Manager |
| Purpose of post | As a key member of SCT's Housing First team, you'll provide tailored, person-centred support to people who have experienced homelessness and other traumatic events. Working with a small caseload (around six residents), you will build trusting, relationships that empower people to maintain their tenancies, improve their wellbeing, and take meaningful steps towards recovery. Through practical advice, emotional support, and strong advocacy, you'll help break cycles of exclusion and create lasting change, on each person's terms. |
| Salary | Up to £32,000 (up to £25,600 pro rata) |
| Hours | 28 hours a week |
| Line management | None |
| Location | SCT's satellite site, Tower Hamlets |
| DBS: | Enhanced Adult Workforce DBS is required for this role |
| Additional Benefits | BUPA Employee Assistance Programme and Wellbeing plan Cycle to work scheme Season ticket loan 25 days annual leave (rising to 30 days) plus bank holidays Contributory Pension Scheme with employer-matched contributions of 5% Training and development opportunities |

About SCT

SCT has been supporting people experiencing homelessness and addictions to transform their lives for the past 60 years. Although the services we deliver and how we deliver them has changed since our inception in 1965, we continue to believe that lasting recovery – with the right support, at the right time – is possible. We offer a residential addictions treatment programme, supported housing, training and development opportunities, a peer-led recovery space (Choices'), and a highly effective Housing First service. We enable around 200 people per year to rebuild their lives, discover new skills, develop their confidence and self-esteem, and improve their physical health and mental wellbeing.

We work with people facing some of the most extreme and entrenched forms of disadvantage, offering person-centred and trauma-informed support. Central to our approach is the belief that those with lived experience of these issues are key agents of positive change – in their own lives and in the lives of others.

We're proud to be part of East London. Our nine charity shops and two social enterprises provide places for people to shop, join our community by volunteering, and provide vital income that helps fund our work.

In employment we seek to recruit people with a good combination of talent, skills and potential, promoting equality for all, and we welcome applications from a wide range of candidates. We select candidates for interview based on their skills, qualifications, experience and commitment to the values and purposes of the organisation. SCT is a growing organisation offering opportunities for applicants with good motivational skills and high levels of initiative

ROLE AND RESPONSIBILITIES

About the Role

As a Support Worker in our Housing First team, you'll be a key point of contact for a small caseload of residents (approx. 6). You'll offer tailored, compassionate, housing-related and other person-centered support—enabling residents to articulate and achieve their goals, navigate systems, and rebuild their lives.

You'll work closely with SCT's internal services teams and external agencies to remove barriers, promote wellbeing, and champion the voice of each resident.

Key Responsibilities

Support and Advocacy

- Deliver person-centred, trauma-informed support to Housing First residents.
- Conduct comprehensive needs and risk assessments.
- Develop meaningful relationships that foster trust, choice and wellbeing.
- Advocate for residents' access to healthcare, housing, benefits and specialist services.
- Support residents with practical tasks like budgeting, appointments, and accessing community resources.
- Encourage participation in community drug and alcohol services, and other recovery pathways.

Housing and Recovery Support

- Help residents secure, move into, and sustain suitable accommodation.
- Support the use of residents' personalised budgets (e.g., for furniture, clothing, etc.).
- Work with residents and our housing partner to resolve issues and prevent eviction.
- Facilitate access to SCT's wider services as required.

Collaboration and Coordination

- Build strong partnerships with local services, agencies and community networks.
- Maintain clear records on In-Form and contribute to reports and evaluations.

About You

Essential Skills and Experience

- Experienced in supporting adults with complex needs (e.g., addiction, homelessness, mental health).
- Possesses strong organisational skills and is able to work independently.
- Has excellent interpersonal, communication and active listening skills.
- Has up-to-date safeguarding knowledge.
- Is confident in the use of IT and a range of software packages.
- Is flexible, resilient, and adaptable to a changing environment.

Desirable

- Knowledge of trauma-informed care and PIE approaches.
- Understanding of the benefits system and tenancy sustainment.
- Familiarity with In-Form or comparable CRM system.

What We Offer

- A collaborative, inclusive and values-led working environment.
- Ongoing training and professional development.
- Opportunities to contribute to innovation within the Housing First team.
- The chance to make a meaningful difference in people's lives.