

Job Title: Housing & Support Worker

Contract: 18 months Fixed Term (+ 1 yr extension)

Salary: £27,636–£28,642 + on-call supplement (approx. £1560 per year)

Location: Durham

Hours: 37.5 per week, shift-based

DASH is looking for a compassionate, motivated Housing & Support Worker to join our Supported Accommodation Services — either within our women-only project or our hospital discharge pathway. This is a role where your empathy, resilience and professional skill genuinely change lives.

You'll work on a rotating shift pattern, including weekdays, weekends and Bank Holidays, with out-of-hours on-call duties approximately once a month. The on-call rota comes with an additional supplement of around £150 per week.

What You'll Do

You'll provide high-quality, person-centred support and enhanced housing management to residents with mid to high, multiple support needs — including mental health, domestic abuse, exploitation, substance misuse, physical health challenges and housing-related issues.

Your day-to-day work will include:

- Completing face-to-face needs-based assessments and determining eligibility for DASH accommodation.
- Creating flexible, tailored support plans and delivering psychologically informed, trauma-informed support.
- Carrying out robust risk assessments and regular reviews.
- Working collaboratively with partner agencies to secure the best outcomes, including supporting residents to move on to independent accommodation when ready.
- Supporting residents to arrange and attend appointments, and signposting to services that help them reach their goals.

You'll also play a key role in maintaining safe, welcoming accommodation:

- Completing property inductions, move-in paperwork and orientations.

- Ensuring properties are ready for occupation, including cleaning duties to support timely void turnaround.
- Carrying out weekly health & safety checks and reporting repairs.
- Supporting residents to maintain their accommodation and comply with tenancy conditions to prevent evictions.

What You'll Bring

We're looking for someone who:

- Holds an NVQ L2 Health & Social Care or equivalent, and GCSE English & Maths
- Has at least 1 year's support work experience (or equivalent) providing support to vulnerable adults
- Is proficient in the use of IT and web-based applications (including CRMs)
- Thrives in a fast-paced, people-focused environment
- Works within policies, procedures and regulations, particularly Safeguarding, Lone Working, H&S and Risk Assessing
- Communicates with warmth, clarity and professionalism
- Understands trauma-informed and strengths-based practice
- Can build trusting relationships with residents and colleagues
- Is organised, proactive, confident working independently and as part of a team
- Has a full, UK driving licence and access to a vehicle for work purposes

Why Join DASH?

You'll be part of a supportive, values-driven organisation committed to dignity, empowerment and high-quality accommodation-based support. You'll receive regular supervision, training and opportunities to develop your skills and career.

How to Apply

Please send:

- A **personalised cover letter** outlining what you would bring to the role
- Your **CV**

to recruitment@dashorg.co.uk

Deadline: 11th September 2026, 12pm