

Service:	Supported Accommodation Services
Hours:	18 hours per week (part-time)
Shift Pattern:	2 x Weekdays shifts (6 hrs) and 1 x Sunday shift (6 hrs)
Contract:	3 years Fixed Term
Vacancies:	2
Salary:	£25,328 pro rata (36 hrs)

Make a Real Difference Every Day

Are you someone who takes pride in creating safe, welcoming spaces where people can feel at home? Do you enjoy practical work, problem-solving, and being a reassuring presence for others?

If so, you could be one of our new **Housing & Safety Workers** — a key role that helps us provide supportive, stable accommodation for people rebuilding their lives.

This is a rewarding, hands-on position where no two days are the same. You'll be the eyes, ears, and calm presence across our accommodation sites, keeping properties safe and well maintained while helping residents feel respected, included, and supported.

You'll join a friendly, committed team and play a vital part in delivering a service that genuinely changes lives.

What You'll Do

Property Safety & Standards

You'll help us keep our accommodation safe, clean, and ready for residents by:

- Completing property checks as required
- Spotting and reporting repairs or hazards before they escalate, and completing basic DIY repairs where appropriate
- Supporting void turnarounds so new residents arrive to a welcoming home
- Monitoring fire safety equipment and communal areas
- Carrying out basic compliance tasks such as water flushing and alarm tests
- Cleaning communal areas

Resident Support & Wellbeing

You'll often be a steady, reassuring presence — especially during evenings, weekends, and nights. This includes:

- Responding calmly to concerns or noise issues

- Offering trauma-informed support and clear guidance
- Helping residents understand expectations and how to report issues
- Working alongside support colleagues to promote a respectful, inclusive atmosphere

Safety, Risk & Incident Response

You'll support the service to stay safe and compliant by:

- Responding appropriately to incidents or emergencies
- Feeding into risk assessments and safety plans
- Recording incidents clearly and accurately
- Escalating safeguarding concerns promptly

Teamwork & Communication

You'll collaborate with different colleagues and partners by:

- Working closely with the Voids & Facilities Manager
- Sharing updates at handovers and across shifts
- Joining team meetings and reflective sessions
- Building positive relationships with contractors and cleaners

Rota & Working Pattern

Your rota includes 3 x 6-hour shifts covering:

- 2 x Weekdays + Sunday
- Travel between accommodation sites
- Providing flexible cover when required (including willingness to cover the occasional night shift during staff leave if needed)

What Good Looks Like

- Our properties feel safe, clean, and welcoming
- Residents feel respected, supported, and informed
- Issues are spotted early and addressed quickly
- Team communication is clear across all shifts
- The Voids & Facilities Manager receives accurate, timely information
- The service runs smoothly across all hours

About You

What You Bring

You're someone who's practical, caring, and confident using your initiative. You value dignity, safety, and respect — and you understand the huge impact that a well-maintained home can have on someone moving forward from difficult experiences.

Experience That Helps You Thrive

- Experience in supported accommodation, housing, homelessness services, or similar
- Practical experience with property checks and reporting repairs
- Experience working with residents or service users
- Understanding of safeguarding, risk, or safety planning
- Experience working with contractors or external partners

Skills That Make a Difference

- A keen eye for safety, cleanliness, and property standards
- Ability to record and report repairs accurately
- Trauma-informed communication
- Strong organisational and prioritisation skills
- Ability to stay calm and solution-focused during urgent situations
- Confidence using basic IT systems for recording checks and incidents
- Full UK driving licence and access to a vehicle insured for business use
- Ability to travel between multiple service project locations across County Durham at short notice, including during periods when public transport is unavailable. *DASH will consider reasonable adjustments for disabled applicants where appropriate.*

How You Work

- Warm, respectful, and resident-centred
- Proactive, reliable, and practical
- High personal standards for safety and professionalism
- Strong team player who can also work independently
- Adaptable and resilient
- Clear understanding of confidentiality, boundaries, and safeguarding

Helpful Extras (Not essential)

- Experience in domestic abuse, mental health, or trauma-informed environments
- Knowledge of housing legislation or compliance
- Basic maintenance and DIY skills
- First Aid or Health & Safety training (or willingness to complete)

Ready to Join Us?



HOUSING & SAFETY WORKER

If you're someone who thrives in a role that blends practical skills, meaningful human connection, and real impact — we'd love to hear from you.

To apply, send us a covering letter outlining what you could bring to the role and why you'd like to work for DASH, along with your CV to: recruitment@dashorg.co.uk

Closing Date: 31st July 2026