

**Service:** Supported Accommodation Services

**Hours:** 24 hours per week (part-time)

**Shift Pattern:** Alternate weekends (two 12-hour shifts) + alternate weekdays across 5 days

**Contract:** Permanent

**Vacancies:** 2

**Salary:** £15,823 – subject to a pay review in April.

## 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 regular, proactive property checks
- Spotting and reporting repairs or hazards before they escalate
- 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

### **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:

- Weekdays and alternate weekends
- Occasional night shifts
- Travel between accommodation sites
- Providing flexible cover when 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

### **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 skills
- First Aid or Health & Safety training (or willingness to complete)

## **Ready to Join Us?**

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](mailto:recruitment@dashorg.co.uk)

**Closing Date: 20<sup>th</sup> March 2026**