

**Location:** Durham

**Hours:** 35 per week (Full-Time)

**Shift Pattern:** 3-shift rota (Mon–Fri) + 1 in 3 Saturdays

**Salary:** £25,043 subject to a pay review in April.

**On-Call Supplement:** £150 per week (approx. **£900 annually**, paid ~6 times per year)

**Contract:** 18-month Fixed Term (potential to extend or become permanent)

**Vacancies:** 2

DASH is a growing, innovative and values-driven organisation delivering specialist supported housing across County Durham. Our **Luca Project** provides safe, high-quality accommodation for adults leaving hospital who need short-term support before moving on to independent living.

We are now recruiting **two full-time Housing & Support Workers** to help us continue delivering outstanding care and housing support within this crucial service. If you are passionate about empowering people, committed to person-centred practice and keen to work in a dynamic, supportive team — we'd love to meet you.

## What You'll Do

Working within Luca's supported accommodation, you'll support residents with a diverse range of needs including physical health concerns, mental health issues, domestic abuse, exploitation, substance misuse and homelessness.

Your key responsibilities will include:

### **Person-Centred Support**

- Attend weekly panel meetings with external agencies and the Service Manager
- Complete face-to-face Needs-Based Assessments for potential residents
- Deliver strengths-based, trauma-informed support aligned with individual Support Plans
- Assist residents with daily living tasks that build confidence, independence and life skills
- Support residents to arrange and attend appointments
- Carry out risk assessments, support planning, goal-setting and reviews
- Identify and escalate safeguarding concerns as required

### **Enhanced Housing Management**

- Complete resident inductions, viewings, paperwork and orientation
- Ensure properties are safe, clean and ready for new residents (including supporting void turnaround)
- Carry out routine Health & Safety checks and report repairs
- Support residents to maintain accommodation to a good standard
- Promote safety, security and positive tenancy behaviour

## **Partnership & Multi-Agency Working**

- Work collaboratively with NHS teams, housing providers, social care and community services
- Support safe, well-planned move-on from hospital discharge into longer-term accommodation

## **Recording, Reporting & Compliance**

- Record information accurately using DASH's database
- Log and communicate reportable incidents
- Work in line with legislation, safeguarding frameworks and organisational policies
- Follow Lone Working procedures using Orbis Protect devices

## **Training & Development**

- Engage in training, supervision and development activities
- Contribute to a learning culture committed to best practice

## **Your Working Pattern**

To provide consistent support across the service, the role follows a structured rota:

### **Monday to Friday:**

- Monday – Friday, 3-shift rota pattern providing varied but predictable weekly structure
- 1 in 3 Saturdays (Friday before and Sunday after off)
- No regular Sunday working

### **On-Call:**

- **£150 on-call supplement per week**
- Required approximately **6 times per year** (around **£900 per year** additional pay)

## **What You'll Bring**

### **✓ Essential**

- NVQ Level 2 in Health & Social Care (or equivalent)
- GCSE English & Maths (Grade C or equivalent)
- At least 1 year of support work or advocacy experience
- Strong IT skills (Microsoft 365, email, databases)
- Excellent written, verbal and interpersonal communication
- Knowledge of homelessness or housing issues

- Able to work within policies, procedures and H&S requirements
- Ability to work under pressure and make proactive decisions
- Team player with the ability to work independently
- Advocacy skills and ability to provide guidance
- Diplomatic, assertive, and confident in establishing boundaries
- Flexible and reliable approach to working hours
- Strong commitment to confidentiality, learning and professional growth
- Empathetic, non-judgemental, positive and enthusiastic
- Committed to equality, diversity and organisational values
- Full driving licence and access to a vehicle

### ★ Desirable

- NVQ Level 3 in Health & Social Care
- Understanding of trauma-informed practice
- Knowledge of benefits system
- Experience in supported housing or multi-disciplinary teams
- Understanding of mental health, substance misuse and behaviours that challenge
- Experience of providing intensive housing management
- Lived experience or experience working with people with complex needs

## Ready to Make a Difference? Apply Today

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**