

# Job Description



1. Your job title is **Projects Worker**  
Your post reports to **Support Services Manager**

2. **Job Role:**

- Undertaking general house management and administrative tasks at the Crossways Winter Provision – typically these tasks will be such as guest laundry, sorting of donations, cleaning of communal areas and preparation of rooms for occupation by new guests, and the completion and submission of guest's housing benefit claims. If volunteers are present, you may be required to instruct them as to the tasks expected of them.
- Ad hoc support tasks for guests at Crossways. These may entail liaising with partner agencies, where appropriate, to assist guests with making and attending appointments, both external and with support agencies that visit the winter provision on a regular basis. Or applying for grants that may assist the welfare of our guests.
- Provide floating support, under a "Survive and Thrive" service, to individuals that have moved to self-contained or small shared accommodation (predominantly ex-guests of the winter provision) but also those in transition to alternative emergency, temporary, or second-stage hostel accommodation. In addition, once they are occupied in late 2023/early 2024, a similar support service will be provided to the modular homes that ITAC will be managing on behalf of its Community Land Trust.
- Any other tasks from time-to-time deemed necessary by your line manager to ensure the safety and welfare of staff, residents, volunteers, and visitors at Crossways House and at other locations where ITAC is providing a support services.

3. **Main responsibilities:**

Working as part of a small team based at the student hostel known as Crossways, 176 Chesterton Road, Cambridge, CB4 1HZ, which has been leased by ITAC between 1 November 2023 and the end of March 2024 to provide temporary accommodation for rough sleepers, and thereafter at a third-party location within Cambridge, the general functions of the ITAC support services are to:

- Liaise with the on-site security staff to ensure a safe working environment and compliance with fire safety and building security.
- Assist residents, other on-site staff and visitors, including volunteers, to comply with hostel regulations including health and safety and other regulatory requirements.

- Be the point of contact for residents for maintenance and housekeeping needs, resolving where possible and calling on the landlord's off-site maintenance team when required.
- Coordinate the support work carried out by visiting agencies and workers.
- Assist residents with move-on / resettlement options as needed, liaising with local housing providers and other support agencies as needed.
- Direct volunteers to the tasks that they can perform to assist the ITAC staff and Security teams.

ITAC receives funding from Cambridge City Council to run a "Survive and Thrive" service. This service provides floating support to those in self-contained or small shared accommodation, who have not been able to secure a support offer elsewhere. Recipients of this service will mainly be former guests of our winter provision, but the offer is not limited to such individuals.

In recognition of the fact that many people in emergency or temporary accommodation can find the transition to longer-term hostel accommodation difficult, particularly those with complex needs around such issues as their mental health and substance use, the city council has asked us to extend the "Survive and Thrive" service to individuals in these circumstances, even though their new accommodation may be staffed 24/7.

This extension assists in the trauma-informed approach that services are being encouraged to adopt, whereby information around such as physical and mental health, distressing life events, and past or ongoing experiences of discrimination, does not have to be constantly repeated once shared with one agency. Your duties may include welfare and/or support visits, with or without colleagues or partner agencies, to individuals being assisted by this service.

In receipt of a similar floating service will be the residents of the first four modular homes ITAC's Community Land Trust is placing on a site in the south of Cambridge. These residents are expected to have low to medium support needs and their support may be more focussed on matters such as finding employment or volunteering opportunities than those being supported by our "Survive and Thrive" service.

For the avoidance of doubt, no support should be offered to residents that would be considered regulated activity under SVGA 2006. If any residents need such support you should alert the relevant local agencies to provide the assistance needed and assist them to move the resident to a suitable setting within which that support can be provided.

Access to a car is not necessary to perform this role but the means to travel within Cambridge and its immediate suburbs on a regular basis will be required. Such travel is expected to be infrequent and should not involve a journey of more than three miles.

The remuneration for this post is circa £25,000 per year (pro-rata for part-time). The hours are 20 per week, usually worked daytime Monday-Friday as agreed with your line manager and dependent on the needs of the project, with only occasional weekend working required.

