RECRUITMENT INFORMATION PACK & JOB SPECIFICATION

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Welcome

Thank you for your interest in joining Accommodation Concern. This pack introduces who we are, what we offer as an employer and the different areas of our work.

Our services are person-centred, practical and rooted in the belief that prompt, accurate advice and support can prevent crises, reduce homelessness and help people build a better tomorrow.

About Accommodation Concern

Accommodation Concern is an independent charity based in Kettering, working to prevent and relieve homelessness and poverty across Northamptonshire.

We provide free advice, support and housing services for adults aged 18 and over. Our work includes housing, debt and welfare benefits advice, supported accommodation, tenancy support, employability support and community-based outreach.

Across all areas of our work, we focus on early help, practical intervention and long-term resilience. We aim to help people understand their options, stabilise their situation and move towards greater independence.

The Scale of our Impact

£7.06m+ financial gains achieved for clients across 4,696 cases in 2025	**1,046** clients supported with food parcels, charity applications and grants in 2025
£2.17m+ unmanageable debt written off, including Debt Relief Orders in 2025	**92 spaces** supported accommodation units providing safety and stability

Our Services

Advice Services

Our Advice Services provide free, impartial and practical advice to adults across Northamptonshire. The team supports people with housing, homelessness, debt, welfare benefits, income maximisation and first-contact triage.

- Advice is delivered through appointments, telephone support, home visits, outreach, community venues and partner referrals.
- The focus is on preventing crisis, improving financial stability and helping clients understand their rights and options.
- Roles in this area suit people who are organised, calm under pressure and committed to high-quality advice and accurate case recording.

Employability Support

Employability Support builds on our advice work by helping people who are interested in employment but need additional support before, during or after moving towards work.

- The model includes assessment, support planning, confidence-building, career identity work, job-search preparation, employer liaison and in-work support.
- Support is highly person-centred and responsive to mental health, anxiety, confidence, financial, housing or practical barriers.
- Tools such as the Progress Wheel and Employability Passport help structure support and evidence progress.

Tenancy Support and Supported Accommodation

Our Tenancy Support and Supported Accommodation services help people maintain safe, stable accommodation and build the confidence and skills needed to live more independently.

- Support may include tenancy responsibilities, rent accounts, appointments, repairs, neighbour relationships, safety, wellbeing and links into other services.
- The work is relationship-based and often involves people with complex needs or previous experiences of homelessness.
- Roles in this area suit people who are practical, resilient, boundaried and able to work flexibly in community and accommodation settings.

A Day in the Life of an Advisor in the Advice Team

9:00am – Arrive bright and early

The day starts with arriving at 9am, getting settled and checking the calendar to see what appointments are lined up for the day.

9:15am – Get organised

If there are any face-to-face clients, make sure the meeting room is booked and ready to go. Then it's time to prepare for the day ahead.

Throughout the day – Client appointments

Complete appointments with clients, providing advice and support based on their individual needs. No two clients are the same, which means no day is ever the same in Advice!

The unexpected

Deal with those unexpected emergencies at the door. You never quite know what might walk through the door or what someone might need help with!

The important question…

Ask everyone, "What have you got for lunch today?" — approximately five times before 12pm. It's basically part of the job description!

Back to appointments

Continue meeting with clients, answering questions, providing advice and helping people with whatever they need.

Emails, emails and more emails

Find some time to catch up on emails, respond to queries and make sure nothing has been missed during the busy day.

5:00pm – Time to go home!

After a busy day of appointments, unexpected visitors, emails and approximately five lunch-related conversations, it's finally time to pack up and head home.

And that's a typical day in the Advice Team — although, as we always say, no two days are ever the same!

A Day in the Life of an Employability Coach

9:00am – Coffee o'clock
Because no good day starts without coffee. And frankly, no good *conversation* starts before it either.

9:30am – Calendar roulette
Check the calendar and immediately panic about the meeting you forgot existed.
"Oh… that's today?"
Quickly regain composure. You're a professional. Probably.

10:30am – Client time
Meet a wonderful client and remember exactly why you love what you do. Conversations, support, encouragement and hopefully a few lightbulb moments along the way.

11:30am – ADMIN ALERT
Time to document all the amazing things you've just done.
Because if it's not written in the reporting system… did it even happen?

12:30pm – GRUB TIME
Because nobody likes a hangry Employability Advisor.
Refuel, recharge and pretend you won't be thinking about the afternoon admin.

1:00pm – Client number two
Another fabulous client, another opportunity to make a difference.
Coffee levels: still acceptable. Optimism levels: high.

2:00pm – More ADMIN
The reporting system calls once again.
Thankfully, there's coffee. And, if you're lucky, a sneaky biscuit for emotional support.

3:00pm – Client number three
Another brilliant client and another reminder that every day is different.
Three clients in and you're still going strong. Gold star!!

4:00pm – FINAL ADMIN BOSS BATTLE
The final type-up. The last updates. The final clicks of the keyboard.
HOORAH! You have survived another day — only *slightly* over-caffeinated.

5:00pm – FREEDOM!
Laptop closed. Coat on. Home time.
Tomorrow, we do it all again… probably after coffee.

A Day in the Life of a Tenancy Support Worker

No two days in Tenancy Support are exactly the same. You may begin with a carefully organised diary, a clear list of priorities and a freshly made cuppa. By mid-morning, at least two of those things may have changed—and the cuppa will probably be cold.

Starting the day

After the essential first task of putting the kettle on, you might begin with a one-to-one key-work session. Using tools such as the Progress Wheel, you will help a resident explore their wellbeing, recognise their progress and agree their next steps.

You could then support someone to understand their benefits, prepare a budget or learn more about their responsibilities as a resident and future tenant. This will usually involve encouragement, practical advice and occasionally explaining that ignoring a letter does not, unfortunately, make it disappear.

Welcoming and supporting residents

Your next task might be helping a new resident move into supported accommodation. You will complete the necessary paperwork, explain the licence agreement and house rules, and help them feel welcomed and settled.

You may also support residents to attend healthcare appointments, access community services or contact specialist organisations. The aim is not to do everything for someone, but to help them build the confidence and skills to do more for themselves, even when doing it for them would be much quicker.

When the day changes direction

Just as you return to your original plan, something unexpected may need your attention. You could be updating a risk assessment, responding to a safeguarding concern, liaising with an external agency or helping to resolve a disagreement within a property.

You will need to remain calm, professional and firm but fair, while maintaining clear boundaries and remembering where you left that cup of tea.

Building independence

Throughout the day, you will encourage residents to manage responsibilities such as paying weekly personal charges, setting up direct debits and looking after their accommodation. You might help someone complete a grant application, overcome a practical barrier or take an important step towards moving into independent accommodation.

There will also be case notes to update, emails to answer and actions to follow through, because, despite repeated testing, case records still refuse to write themselves.

By the end of the day, your plans may have changed several times, and your original cuppa may remain unfinished, but you will know that you have helped someone feel safer, overcome a barrier or move one step closer to independence.

What we Offer as an Employer

Induction and Support

We want every new colleague to feel welcomed, informed and properly prepared for their role. New employees receive a structured induction covering Accommodation Concern, our services, policies, systems, safeguarding responsibilities and the knowledge needed for their particular role.

Induction may include shadowing experienced colleagues, observing different services, completing essential training and gradually taking on responsibilities as knowledge and confidence develop.

Regular Supervision

All employees receive regular supervision with their line manager. This provides protected time to discuss workload, priorities, performance, development and any support that may be needed.

Because some of our work can be emotionally demanding, we also encourage open conversations about wellbeing. Reflective practice, wellbeing support and clinical supervision may be available depending on the nature of the role and the employee's needs.

Training

Training begins during induction and continues throughout employment. Depending on the role, this may include safeguarding, trauma-informed practice, professional boundaries, health and safety, housing and homelessness, welfare benefits, debt, employability practice, case management and the use of relevant systems.

We use a combination of internal learning, external courses, shadowing, practical experience and knowledge sharing between colleagues.

Professional Development

We want colleagues to continue learning and developing during their time with us. Development may include specialist training, relevant qualifications, opportunities to take on additional responsibilities and support to progress into specialist, management or leadership roles.

There is no single route through Accommodation Concern. We value transferable skills, lived experience and the potential to grow, alongside the qualifications and experience required for particular roles.

Our colleagues have progressed between services, undertaken specialist training and developed into management and leadership roles. Whether someone joins us with extensive experience or the potential to grow into a role, we want learning and development to lead somewhere.

We offer:

- Fair pay, real living wage accredited, with roles aligned to our pay structure and a clear commitment to valuing frontline delivery.
- Generous leave and pension, including annual leave plus statutory bank holidays and a 3% employer pension contribution.
- A supportive working culture, with approachable managers, regular supervision and a strong team ethos.
- Professional development, including induction, role-specific training and opportunities to develop skills across advice, support and employability practice.
- Meaningful work, supporting people through some of the most difficult points in their lives and helping them move towards stability and independence.

An Inclusive and Supportive Place to Work

We want Accommodation Concern to be a workplace where people feel respected, supported and able to contribute their skills, experience and ideas. We welcome different backgrounds, perspectives, routes into work and lived experience, alongside the professional standards needed to deliver safe and effective services.

Disability and Neuroinclusion

Accommodation Concern is a Disability Confident Committed Employer. We welcome applications from disabled and neurodivergent people and are committed to removing unnecessary barriers from our recruitment process and working environment.

We welcome conversations about reasonable adjustments and will consider what support can be put in place at every stage of recruitment and throughout employment. Applicants do not need to wait until interview to tell us about an adjustment that would help them participate fully.

Award-winning workplace wellbeing

In 2026, Accommodation Concern won the Workplace Wellbeing Award at the Northamptonshire Chamber of Commerce Business Awards.

Supporting people through homelessness, poverty and crisis can carry an emotional weight. We therefore take colleague wellbeing seriously through approachable management, regular supervision, reflective practice, open conversations about wellbeing and access to our confidential Employee Assistance Programme.

Northamptonshire Women's Charter

Accommodation Concern is proud to be a signatory to the Northamptonshire Women's Charter, supporting safer, fairer and more inclusive workplaces and communities for women and girls.

We are committed to promoting a respectful culture, challenging harmful attitudes and behaviour, and taking reports or disclosures of harassment, violence or intimidation seriously.

Fair pay

As an accredited Real Living Wage Employer, we believe that people doing important work should receive fair pay for it. Our roles are aligned to our organisational pay structure, reflecting our commitment to valuing both frontline delivery and the colleagues who make our services possible.

The Recruitment Process

We want our recruitment process to be clear, fair and accessible.

1. Submit your application

Vacancies are advertised on our website with information about the role, the essential requirements and how to apply. Applications should demonstrate how your skills, experience and approach meet the requirements of the position.

2. Shortlisting

Applications are assessed against the criteria set out in the job description and person specification. Decisions are based on the information provided in the application, so candidates should include relevant examples wherever possible.

3. Invitation to interview

Shortlisted candidates will receive information about the interview arrangements and any preparation required. Some roles may include a presentation, written exercise or practical task where this is relevant to the work.

Candidates are encouraged to tell us about any reasonable adjustments that would help them participate fully in the recruitment process.

4. Interview

The interview provides an opportunity for us to learn more about the candidate's skills, experience, values and approach. It is also an opportunity for candidates to ask questions and decide whether Accommodation Concern is the right organisation for them.

5. Conditional offer and pre-employment checks

The successful candidate will receive a conditional offer, subject to the pre-employment checks appropriate to the role. These may include references, evidence of the right to work in the UK, verification of relevant qualifications and an appropriate Disclosure and Barring Service check.

6. Welcome and induction

Once the required checks have been completed, we will confirm the appointment and provide information about the employee's first day and induction.

Safeguarding and Safer Recruitment

Accommodation Concern is committed to safeguarding and promoting the welfare of the people who use our services, our employees, volunteers and everyone who comes into contact with our work.

Safeguarding is everyone's responsibility. All employees are expected to recognise and respond appropriately to concerns, maintain professional boundaries, follow our safeguarding procedures and contribute to a culture in which concerns can be raised and addressed.

We apply safer recruitment principles throughout our recruitment process. Depending on the requirements of the role, this may include:

- Exploring employment history and any relevant gaps
- Obtaining satisfactory employment references
- Checking identity and the right to work in the UK
- Verifying qualifications or professional registrations where required

- Asking safeguarding and values-based questions during interview
- Completing the appropriate level of Disclosure and Barring Service check
- Providing safeguarding training as part of induction

The level of DBS check will be determined by the activities and responsibilities of the individual role. A criminal record will not necessarily prevent someone from working for Accommodation Concern. Any information disclosed will be considered fairly, confidentially and in relation to the requirements and safeguarding risks of the position.

Who we are Looking For

We are interested in people, not perfect CVs. We welcome different routes, backgrounds, lived experience and transferable skills. We look for people who treat others with dignity, remain calm when situations become difficult, take responsibility and care about doing useful work to a proper standard.

Person-centred and empathetic Able to build trust, listen carefully and support people at a pace that works for them.	**Resilient and adaptable** Comfortable working with changing priorities, complex circumstances and outreach settings.
Rigorous and detail-oriented Able to maintain accurate records, meet quality standards and follow procedures.	**Highly collaborative** Able to work well with colleagues, partners, funders and community services.

Find Out More and Apply

All of our current vacancies, job descriptions and application information can be found at: www.accommodationconcern.co.uk/work-with-us/careers/

If you need the recruitment information in an alternative format, require a reasonable adjustment or would like to ask a question about a vacancy, please contact HR@a-c.org.uk.

Tenancy Support Worker

Job Description

Post title	**Tenancy Support Worker**
Pension	3% Employer Contribution
Hours of work	37.5 hours per week
Salary	£26,227.50
Holiday entitlement	172.5 Hours (23 days) annual leave plus statutory bank holidays
Based at	Multiple locations across Northamptonshire
Accountable to	Supported Accommodation Manager
Direct reports	None

Purpose of the Job

This is not a role where you will be providing personal care to people, or supporting people with care needs to access the community.

This is a complex role supporting people with complex needs facing multiple exclusion, including substance abuse, mental health issues and contact with the criminal justice system, to be able to maintain their own tenancy.

You will have a cohort of residents with whom you will meet on a regular basis to provide person-centred, strength-based supportive keywork sessions to create long-term sustainable tenancies by increasing their independence and maximising connectivity with the local community.

All records are made electronically, so you need to have a high level of IT skills and time management to ensure you can record every contact with the clients you key work.

Main Responsibilities:

- Deliver wrap-around, intensive, trauma informed support to people with multiple and complex issues within their own independent tenancies or in supported accommodation.
- Maintain accurate, up-to-date records on the electronic case management system of progress against individual support plans, safety plans and outcomes information.
- Liaise with other agencies to facilitate access to support including Adult Social Care, Criminal Justice services, Health services, and employment and training agencies. Build and maintain networks with staff from other agencies to maximise outcomes for the client.
- Regularly review the person-centred support plan to update, record and monitor progress of caseload.
- Perform robust assessments of referrals for the service to ensure the service is provided to those who meet the eligibility criteria.
- Promote, and encourage peer involvement within the service.
- Work closely with the Supported Accommodation Manager to select, interview and maintain an approved client intake list.
- Complete risk assessments and maintain own safety by following lone working procedures.
- Work flexibly to ensure that service delivery is achieved and adapt to engage clients within the working week.
- Support clients in routine maintenance of accommodation by enabling them to report repairs and allow access for contractors.

- Support clients to maintain their Occupancy Agreement by giving advice and support on budgeting, bill payments, dealing with neighbour disputes, and the safety and security of the accommodation.
- Support clients to find new or permanent accommodation when they are ready to move on through Keyways, private lets and other housing options.
- Offer advice and practical assistance, by example, with domestic tasks when appropriate, for example how to safely use an iron.

Other:

- Support the Supported Accommodation Manager to ensure that the Tenancy Support Service remains compliant and meets all regulatory requirements, including Health & Safety and landlord responsibilities.
- Work and liaise with colleagues to share information and support best practice, working collectively as a team to provide the best overall service.
- Provide temporary cover for colleagues as required, showing flexibility across time and planning management.
- Work collaboratively with other colleagues in the team and wider organisation to enhance the services provided.
- Refer clients to other colleagues and services to assist in meeting identified needs and liaise and negotiate with relevant agencies.
- Maintain up-to-date knowledge around issues that may affect this cohort.
- Prepare statistical reports, written reports, case studies and any other feedback relevant to the service.
- Meet defined objectives and targets relating to service delivery and specific project work.
- Undertake a range of consultation and evaluation processes with clients as required.
- Maintain and develop partnerships with a range of key stakeholders.
- Undertake all relevant administrative tasks as necessary.
- Adhere to the charity's policies and procedures.
- Adhere to good practice safeguarding procedures with a positive risk-taking approach to ensure the wellbeing of vulnerable people.
- Attend meetings and training as necessary.
- Undertake any other reasonable tasks as requested by your Manager.

Annual objectives will be set for this role which will be used to monitor and evaluate performance within the appraisal system.

This job description may be subject to review in light of the developing organisation and in consultation with the post holder.

Person Specification

Full training and induction will be provided to the successful candidate.

Education & Qualifications

Essential

- GCSE level or equivalent in English and Maths.
- Relevant computer experience/IT qualification/Level 2 IT qualification or equivalent experience (ECDL).

Experience

Essential

- A creative approach to problem solving, including getting and keeping people engaged and demonstrating empathy.
- Demonstrable coaching skills in promoting independence.

Knowledge and Understanding

Essential

- An understanding and knowledge of the Housing First model and belief in its values and principles.
- Understanding of the complex interdependencies of mental health, substance abuse and offending behaviour.
- High level of relationship skills including empathy, caring, acceptance, mutual affirmation, encouragement of responsible risk taking, supportive and constructive challenge, and positive expectation for the future.
- Experience of data collection, administration and recording procedures with the ability to maintain accurate case notes and organise own caseload to support evaluation.
- Ability and commitment to working with vulnerable customer groups and people with complex needs, at a pace and in a way in which they choose to work.
- Knowledge and abilities in using Microsoft Office packages.
- Ability to promote the rights, responsibilities and informed choice of people receiving the service, acting as an advocate to promote independence.
- Know when to seek assistance or supervision and how to engage meaningfully in planned supervision.

Aptitudes and skills

Essential

- Ability to drive and have access to a car.
- Ability to quickly build rapport, being persistent, determined and resilient.
- Adaptability to changing and emerging needs, demonstrating flexibility and resilience in challenging situations.
- Ability to prioritise tasks, identify and work to deadlines, and manage time effectively.
- Leadership qualities, strong negotiation skills, and the ability to advocate and be diplomatic.
- Ability to work independently and within a team whilst working professionally, innovatively and diligently.

Personal Attributes

Essential

- Professional and value-led with integrity, inclusivity and respect for diversity.
- An ability to work in uncertainty and maintain a positive approach.
- Ability to work flexibly and, when needed, outside normal working hours, extending your day to no more than 1 hour either side of shift time. Any additional hours to be taken as part of the TOIL process. Any request beyond this is by agreement.
- Ability to quickly build rapport, being persistent, determined and resilient.
- The ability to work effectively with partner agencies and develop contacts and networks across a wide range of local services.
- Professional curiosity with the ability and willingness to learn and apply learning in support delivery.
- Ability to challenge the status quo and influence others to change culture.
- To have a sense of humour, be personable and accept that things won't go as you think.