



## Job Description

**Title of post:** Floating Support and Housing Worker

**Location:** 35 Salem Street, Bradford BD1 4QH

**Responsible to:** Senior Housing Officer

**Salary:** £27,756 per annum

**Hours of Work:** Full time: 37.5 hours per week 9.30-5.30 Monday to Friday

**Contract:** Fixed term until 31 March 2026 (continuation depending on funding)

**Special Provisions:** The post is subject to enhanced disclosure and barring check, the results of which would not necessarily exclude applicants from consideration.

This post requires a full driving licence and use of a vehicle.

## OVERVIEW

Bridge Recovery Housing provides individual homes, support and a high-quality housing management service for service users including survivors of domestic abuse, some of whom are involved in sex working and/or are engaged in the Bradford RESET programme. RESET is a trauma-informed programme led by Bridge, that works with people who have caused or who are causing harm in their intimate and/ or family relationships.

This role will work exclusively under the direction of the **Senior Housing Officer** and will be allocated cases solely involving **survivors of domestic abuse** referred internally to Bridge Recovery Homes. The postholder will offer intensive, trauma-informed support to survivors to help them maintain stability and safety in their accommodation, and to work towards long-term independence.

## THE ROLE

The **Floating Support and Housing Worker** will support survivors of domestic abuse some with experience of sex working or involvement in the RESET programme helping them maintain their tenancy and achieve personal goals. The role will include intensive housing-related support, delivered in close coordination with Bridge Housing Officers, Navigation Workers, and Family Case Workers.

The focus will be on **supporting stability, safety, and security**, working towards **move-on accommodation, volunteering, training, and employment** once the survivor's situation has stabilised.

### Key Duties and Responsibilities

- Work under the daily direction of the Senior Housing Officer, who will allocate support for their cases and task priorities.
- Deliver trauma-informed and psychologically informed support, tailored to the complex needs of survivors of domestic abuse in coordination with others involved in their care.
- Contribute to the Housing Management Plan and their core service support plans with survivors to help them maintain their tenancy and recover from trauma.
- Liaise closely with Bridge Navigation Workers, Family Case Workers, IDVA as relevant and Housing Officer to coordinate holistic, joined-up support.
- Provide consistent support around in home and out of home safety measures.
- Assist survivors in developing the skills to live independently, including support with budgeting, benefits, and life skills.
- Provide intensive support and housing-related contact and support visits in the community and in survivors' homes.
- Support survivors to explore safe and suitable **move-on options** as part of their recovery journey in coordination with the Housing Officer.
- Help identify and remove barriers to **volunteering, education, training and employment**, as appropriate.
- Work with family worker / navigators to support survivors to access additional community services including specialist trauma recovery, mental health support, and welfare advocacy.
- Advocate on behalf of survivors with landlords, statutory services, and other agencies.
- Promote safeguarding at all times, responding to, and escalating concerns in line with Bridge procedures.
- Maintain clear, factual, strengths-based records on the digital case management system.
- Ensure survivors are tenancy-ready, including support around rights, responsibilities, and tenancy sustainment strategies.

- Support survivors through transitions, including when moving on from temporary or supported accommodation.

You will be required to:

- Work flexible hours to meet service user and business needs, which may not include normal office hours.
- Travel to service users' homes within an identified geographical area and transport service users as and when needed.
- Use the Solo Protect lone worker system as and when necessary.
- Ensure service users are safe at all times - carrying out all of your duties within Bridge's Policy and Procedure framework e.g. health & safety, safeguarding, GDPR, cash handling, etc.
- Undertake regular training and take responsibility for your own continuous development to enable you to deliver your role safely.
- Participate in team meetings, supervisions, reflective practice and training as required.
- From time to time, you may be required to undertake additional duties and responsibilities in consultation with your Line Manager.

Person Specification	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Readiness to complete training as appropriate</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant housing qualification or equivalent.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• At least 12 months experience of supporting service users who have experienced domestic abuse and/or other high levels of vulnerability ideally in a housing context.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge and understanding of the support needs of the service user group. Knowledge of the Bradford RESET programme or similar trauma-informed initiatives.</li> </ul>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>• Understanding of trauma-informed and psychologically informed approaches.</li> <li>• Ability to engage and support individuals in crisis.</li> <li>• Knowledge of tenancy management, housing options, and benefits.</li> <li>• Experience of collaborative working with other professionals.</li> <li>• Good IT and administrative skills.</li> <li>• Commitment to confidentiality, safeguarding, and safe lone working practices.</li> <li>• Willingness to work flexibly and travel across Bradford.</li> <li>• Full driving licence and access to own transport.</li> </ul>	<ul style="list-style-type: none"> <li>• Good local knowledge of the area.</li> </ul>
<b>Other attributes</b>	<ul style="list-style-type: none"> <li>• Willingness to work flexibly in terms of hours, including out of office hours.</li> <li>• A commitment to promoting diversity and equal opportunities in all aspects of your work.</li> </ul>	

- Conforms to a standard of dress which reflects a professional service.
- Committed to own professional development.
- Positive ideas and outlook.
- Ability to work as a member of a team.
- Can meet the mobility requirements of the post.

**Key Behaviours**

**Works Proactively**

Demonstrates initiative, thinks ahead, and takes prompt action to solve problems; completes tasks, overcomes obstacles and seize opportunities.

**Leads Change & Improves Performance**

Responds quickly and positively to change, seeking to continuously improve performance by learning quickly from our mistakes, celebrating our successes, and constantly developing our people and processes.

**Demonstrates Creativity & Innovation**

Applies creative and lateral thinking to organisational issues; challenges the status quo and introduces new ideas, methods and processes.

**Client & Customer Focused**

Focuses on and understand the needs of internal and external service users, members and other stakeholders and strives to deliver a prompt, effective and personalised service. (For 'service users', please also read members, stakeholders, and audiences).

**Influences Others & Communicates Effectively**

Positively influences others and where appropriate persuades them to change their views, intentions or actions.  
Listens closely and communicates clearly both verbally and in writing.

**Applies & Shares Expert Knowledge**

Demonstrates the specialist knowledge and technical requirements of the job. Applies skills and experience to perform the job effectively, completes work to a high standard and shares knowledge across the organisation.

**Works Collaboratively with Others**

Works collaboratively with others for the good of the business; builds a network of good relationships and develops a thorough understanding of the organisation and the wider sector.

**Values & Respects Others**

Respects other individuals; listens and takes into account different opinions, feelings and motivations; is trustworthy and acts with integrity; responds and acts constructively towards others.