

DEVELOPMENT WORKER – ROUGH SLEEPER SUPPORT HUB

RECRUITMENT PACK

“Our aim is to build a future where every person thrives, and no one just survives”



www.developmentplus.org.uk



Supportive | Inclusive | Approachable | Committed | Empathic
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Developmentplus | A Company Limited by Guarantee
Registered in England No. 03275199 | Registered Charity No. 1064566

ABOUT US

developmentplus is a charity based in Lincoln with 30 years' experience of working alongside disadvantaged and vulnerable people within Lincolnshire. We work alongside people in their community, facilitating their involvement in decisions that affect their lives, supporting them to develop confidence, build social connections, and overcome barriers to personal progress. Our aim is to build a future where every person thrives, and no one just survives.

Our core delivery is based around two forms of activity:

- coaching and mentoring programmes and advocacy support working with beneficiaries from a broad background including individuals with poor mental health, ex-offenders, individuals furthest from the employment market and rough sleepers.
- Creative, peer led, group sessions that provide an additional space for support, friendship, and creativity.

Supporting over 500 beneficiaries a year, our four main projects include:

- Reducing Reoffending Service
- Personal Development Mentoring, including Better Together, a collaborative project with two other Lincoln charities offering mentoring and coaching, therapeutic garden-based activities, volunteering and support with volunteering and employment
- Rough Sleeper Support Hub, Project Compass .

PURPOSE STATEMENT

We support people experiencing disadvantage in Lincolnshire to:

- Build their trust and confidence – by providing a safe space where we listen/value what they have to say.
- Develop their capacity and skills – by building on their strengths/aspirations and providing training to improve their economic prospects.
- Improve their health and wellbeing – by providing a range of services to support mental health.
- Engage and benefit from additional support – by encouraging service participants to speak out and advocating for them as they seek specialist support about issues affecting their lives.

DEVELOPMENT WORKER – ROUGH SLEEPER SUPPORT HUB

JOB DESCRIPTION

Reporting to:	Rough Sleeper Support Manager
Location:	Rough Sleeper Support Hub, 97 High Street, Lincoln
Salary:	£25,482 per annum/pro rata
Hours:	4 days a week (Mon, Tues, Thurs, Fri) on a 9-month contract (with the possibility of an extension subject to funding)

FURTHER INFORMATION

Pension:	Statutory pension scheme with NEST Pension – depending on hours and contract. Pension contributions matched up to 5%.
Holiday:	Leave entitlement is 26 days per annum plus statutory bank holidays. In addition, all staff also receive a wellbeing day each year.
Support:	All staff receive an induction and orientation programme and regular supervision meetings with their line manager.
Training:	You will be offered continual professional development training appropriate to your role. This will include training on equality and diversity, safeguarding and data protection.
Further Benefits:	Include flexible working, paid travel and expenses, health and wellbeing support, supportive workplace environment and team events and activities.

Project Overview:

Our Rough Sleeper Support Hub is a rough sleeper advocacy service supporting and enabling individuals to access key homeless provision. Based in the heart of Lincoln, we do not seek to duplicate any of the amazing work partner organisations already deliver within the city but instead provides a link, supporting those unable to access the invaluable support out there directly on their own.

Listening to the client groups views & concerns; helping to explore their options & rights; providing information to help them to make informed decisions; helping clients to contact the relevant services or contact them on their behalf and finally be on hand to accompany and support them through meetings or appointments. Specifics may include:

- Advice and guidance relating to the numerous services on offer to a homeless person
- Support in accessing the homeless pathways
- Providing the means to store important diary dates and a conduit for messages
- Support in accessing the City of Lincoln Council (COLC), supporting those who fear authority
- Support in setting up a bank account – possible opportunity in obtaining ID items

- Supporting an individual in accessing a GP/Dentist/Counselling/Mental Health Nurse
- Support individuals to check in with family members
- Accessing additional support programmes/personal development courses.
- Act as a mediator between the homeless and the police (encourage street crime to be reported).

Key Tasks

Advocacy and Support

- In collaboration with partners including the COLC Rough Sleeper Team, Police and Outreach Workers, identify and support people who may benefit from the hub who are currently rough sleeping or who are unable to access existing provision in the City (NOMAD, Corner House, YMCA)
- Undertake new/continued assessments of all clients accessing the service, gathering information to formulate an overview of the individual / identifying support required.
- Contribute to the multi-disciplinary assessment of client's needs, formulate and deliver an appropriate support plan.
- Adhere to policies and procedures to assess risk in connection with the work.
- Maintain contact with clients/beneficiaries to ensure ongoing progression.
- Maintain records of clients via Lamplight, our record keeping system.
- Support clients to access washing facilities at the Hub, clothing/toiletries/sleeping bags etc
- Supporting the team with mealtime provision

Service Development

- Develop, alongside the Rough Sleeper Support Manager and team members, a strategic relationship with funders and partners in order to deliver the Hub effectively.
- In partnership with the hub team, develop and deliver new programme initiatives in line with funding streams.

Partner Relationships

- Establish and maintain working relationships with Police, Rough Sleeper Team, Probation, Holistic Health for the Homeless, and other statutory agencies in the Lincoln area.
- Develop and maintain working relationships with all relevant voluntary agencies providing homelessness support.

Service Monitoring

- Support in the regular reporting and assessment of the Hub to the Rough Sleeper Support Manager, Trustees, and external funders.
- Work towards set outcomes in line with agreed service delivery and for the purpose of effective record-keeping

General and Personal responsibilities

- Some office cleaning / storeroom sorting forms part of the development worker role.
- Work as part of the developmentplus team, attending fortnightly team meetings and away days.

- Undertake regular personal supervision with the Rough Sleeper Support Manager and external Clinical supervision.
- Undertake training as identified by developmentplus/yourself.
- Undertake other duties as agreed with the Rough Sleeper Support Manager for the effective delivery of the project aims.

PERSON SPECIFICATION

Experience	Essential	Desirable
➤ 2 years' experience of support work ➤ Experience of working with a similar client group ➤ Comprehensive experience of I T packages ➤ Experience of working as part of a team ➤ Experience of working with Statutory Partners such as local councils, NHS, and others	- X - X - X - X	X
Qualifications	Essential	Desirable
➤ Literate & numerate ➤ A Mentoring Qualification/Experience of mentoring ➤ Qualifications relating to support work, mental health, or another related field ➤ Understanding of safeguarding and risk assessments	- X - X	- X - X
Skills & Knowledge	Essential	Desirable
➤ Ability to communicate well, both verbally and in writing ➤ The ability to work with complex individuals ➤ An understanding of the importance of boundaries and safeguarding ➤ An understanding of the importance of confidentiality and data protection ➤ Ability to work on own initiative, being responsive, pro-active and versatile ➤ Organisational skills ➤ Communication skills ➤ I T skills – word processing, internet / email/WordPress ➤ Understanding of the charitable sector and working with or for values-led organisations	- X - X - X - X - X - X - X - X	

To Apply:

Application forms are available on our website –
www.developmentplus.org.uk/about-us/work-with-us

Please send completed application form to enquiries@developmentplus.org.uk

CLOSING DATE: Wednesday 2nd September 2026 at 12 noon. (We may choose to close this process early should a sufficient number of quality applications be received).

INTERVIEWS: TBC