

Job title	Housing & Benefits Support Worker
Salary	£20,000 (Pro rata - £25,000 FTE)
Hours	28 hours per week
Reporting to	Service Delivery and Ops Manager

About us

CWRC helps women live safe and fulfilling lives. We have run a grassroots Women's Centre in Cambridge for over 40 years, providing a range of practical services, learning opportunities, and one-to-one support and advocacy to help women build confidence, develop skills, and work towards the life they want. Our work is grounded in respect, inclusion, and a commitment to creating a safe and supportive environment for all women we work with.

Role Summary

As the CWRC Housing & Benefits Support Worker, you will provide support to women experiencing housing insecurity and/or navigating the benefits system.

This role has a strong housing advocacy focus, particularly supporting women navigating statutory homelessness services, including those in temporary accommodation, resettling after homelessness, fleeing domestic abuse or those recently granted refugee status.

The role will also help women access and maintain the benefits they are entitled to. The ability to explain complex systems clearly and in plain language is essential.

We welcome applications from experienced housing sector professionals.

This role is also suitable for early-career applicants with a background in social studies or related subjects who are seeking a career role in women's services, housing, welfare, or advocacy, or for those with knowledge of the relevant systems gained through their lived experience.

Due to the nature of this service, this post is only open to female applicants. This post is exempt under the Equality Act 2010, Schedule 9, Part 1.

Key Responsibilities

Housing support & advocacy

- Provide one-to-one support to women experiencing homelessness or housing insecurity

- Support women to understand housing rights and options
- Assist with homelessness applications, temporary accommodation, Home-Link bidding and resettlement
- Support women to prepare for, move into and sustain tenancies
- Advocate with housing providers and statutory services, including challenging decisions where appropriate

Benefits Support

- Support women to make and maintain benefit claims (e.g. Universal Credit, PIP) and explore exploring potential benefit eligibility.
- Help women understand benefit decisions, report changes and access additional practical support like food hubs and grants.
- Advocate with the DWP and other agencies where needed

Casework & Holistic Support

- Manage a caseload with regular supervision
- Recognise women's own strengths, skills and resources so they can drive their own journeys
- Work collaboratively with women to identify priorities and develop support plans
- Signpost and refer to specialist services as appropriate

Professional Practice

- Work in a trauma-informed, non-judgemental and confidential way
- Building positive and trusting relationships with external organisations
- Follow safeguarding, risk management and data protection procedures
- Maintain accurate case records and contribute to monitoring and reporting

Team & Organisation

- Contribute to a safe, welcoming environment for all women
- Attend meetings, training and supervision
- Support colleagues and contribute to service development as required
- Provide cover and support to colleagues where necessary
- Contribute to the development of workshops or group sessions based on identified needs of women in our community.
- Follow all CWRC policies and procedures
- Undertake any other reasonable duties required to support the work of the centre

Training & Support

CWRC provides a comprehensive induction and ongoing training covering housing, benefits, advocacy, safeguarding and trauma-informed practice, alongside regular supervision.

Person Specification

Required experience	Desirable or essential
Understanding of the social and cultural challenges experienced by women.	Essential
Commitment to working in a trauma-informed, non-judgemental way	Essential
Willingness to learn and develop housing and benefits knowledge	Essential
IT skills including Word, Excel and Outlook, MS Teams and SharePoint. Salesforce experience would be an advantage.	Essential
Strong organisation and time-management skills	Essential
Ability to work within professional boundaries	Essential
Strong communication skills (listening, speaking and writing)	Essential
Experience gained through voluntary work, placements, internships or lived experience	Desirable
Knowledge of local support services for women	Desirable
Ability to advocate confidently on behalf of women (with support and training)	Desirable
Experience related to housing, benefits or domestic abuse services	Desirable
Experience or relevant academic study in social sciences, humanities or related fields (e.g. social work, sociology, psychology, criminology, social policy, community development)	Desirable

Terms and Conditions

Location	Cambridge Women's Resources Centre 13 The Courtyard, Sturton Street, CB1 2SN
Working pattern	Tuesday – Friday
Hours of work	9:30am to 5pm
Length of appointment	One year, with potential for extension subject to funding
Probation period	Three months
Annual leave	25 days, plus bank holidays (pro rata)
Pension eligibility	Yes

Screening Check Requirements

We have a legal responsibility to ensure that you have the right to work in the UK before you can start working for us. If you do not have the right to work in the UK already, any offer of employment we make to you will be conditional upon you gaining it. We will ask to see original paperwork confirming your right to work in the UK,

This role is subject to a Disclosure and Barring Service (DBS) check, at the appropriate level for the post. Having a criminal record or previous contact with the criminal justice system will not automatically prevent you from being considered for this role. CWRC is committed to supporting women with lived experience of the criminal justice system into employment, and any information disclosed will be considered fairly, sensitively, and on a case-by-case basis, in line with our safeguarding responsibilities.

What can CWRC offer?

CWRC recognises that our staff are our greatest asset. We want to deliver excellent, relevant services for women in Cambridge and beyond by attracting and retaining talented and motivated people. If you choose to come and work with us, you will find that we offer:

- **A supportive work environment** - You will receive a comprehensive induction, and you will have a probation period to provide a supportive framework for reviewing your progress and discussing your training and development needs. You will be expected to have developed the skills to fulfil all role requirements within this period. Appropriate objectives will be discussed, agreed and reviewed regularly with your Line Manager so that your performance can be measured against these.



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- **Training-** We recognise the importance of having a motivated and effective staff team. We offer on-going training to support you in your role.

Equality of Opportunity

We are committed to a proactive approach to equality and diversity, which includes supporting and encouraging all underrepresented groups, promoting an inclusive culture and valuing diversity. We make selection decisions based on personal merit and an objective assessment against the criteria required for the post.