



JOB DESCRIPTION & PERSON SPECIFICATION

Private Sector Key Worker

Reports to: Accommodation Services Manager

Hours: 37.5

Salary: £30,368.52

Location: Hemel Hempstead, Dacorum/Hybrid

Overall Job Purpose

To support vulnerable clients who are living independently within Private Sector properties. To promote tenancy sustainment, prevent homelessness and to deliver intensive support; to prevent homelessness, empower clients and enable them to take the next positive steps to rebuild their lives.

Duties and Responsibilities

- To deliver high quality, structured and effective interventions to ensure the client can sustain a tenancy moving forward
- To support vulnerable client groups with multiple issues, including housing, benefits and tenancy-related issues – often managing situations which can be complex
- To build relationships with the clients, ensuring they feel empowered and motivated to help themselves
- Liaise with landlords, third-party agencies and a range of service providers in order to establish, or improve, services for clients
- Develop and maintain effective working relationships, collaborating with all staff and volunteers and working to achieve DENS' aims and organisational strategy

This role involves visiting clients in their homes. A full, current driving licence and access to a vehicle is essential.

You will be working effectively and flexibly as part of a busy team. This list of tasks and responsibilities is not exhaustive, and the Post Holder may be required to undertake other duties as required by the Accommodation Services Manager.

Person Specification

Requirements	Essential	Desirable
Education & Training	<ul style="list-style-type: none">• A good standard of education	<ul style="list-style-type: none">• A high standard of education• Industry qualification
Knowledge & Experience	<ul style="list-style-type: none">• A good understanding of working in floating support services	<ul style="list-style-type: none">• Proven experience of working in floating support services

	<ul style="list-style-type: none"> • Experience of providing tenancy-related housing advice and support • Knowledge of welfare benefits • Knowledge of Private Rental Sector • Experience of supporting vulnerable people who have complex needs • Liaising with a range of service providers or agencies, in order to establish, or improve, services for clients • Understanding of the principles of a quality and client-focused service 	<ul style="list-style-type: none"> • Experience of building strong working relationships with supporters and stakeholders • Experience of working or volunteering for a charity • Understanding of the issues facing homeless people • Knowledge of geographical area • A strong knowledge of housing law
Skills & Abilities	<ul style="list-style-type: none"> • Ability to work well under pressure and deal with emotionally charged, and pressured, situations • Proven ability to empower clients • Self-motivated and can manage time effectively; prioritising work according to needs and deadlines • People's person and a natural team player, willing to get stuck in • IT literate • Administratively self-sufficient 	<ul style="list-style-type: none"> • Experience of Inform CRM systems or similar • Thrive in a fast-paced environment • Good standard of written English
Personal Qualities	<ul style="list-style-type: none"> • People-focused • Caring • Considerate • Tact and diplomacy • Ability to build and maintain relationships • Ability to work independently and use own initiative • Self-motivated with the ability to motivate and enthuse others • Can-do attitude, 'hands-on' • Enjoy collaborative working 	<ul style="list-style-type: none"> • Solutions-focused • Compassionate • Passionate about making a positive difference to people's lives • Passionate for the cause • Goes the extra mile

How to Apply

Please read the full Job Description & Person Specification.

If you match our criteria, please send your CV, including your Supporting Statement, to HR@dens.org.uk.

For an informal chat, please ring Jacky Stafford on 01442 412340. Please advise us should you require adjustments to be made for you at interview.

To find out more about DENS visit www.dens.org.uk

Why join DENS?

You'll be part of a supportive, friendly, and dedicated team of fundraisers who foster a collaborative "One Team, One Goal" culture. We value and celebrate every member's contribution, ensuring you thrive in our positive working environment. Enjoy flexible working arrangements that support your work-life balance, along with ongoing training and development to enhance your skills. Your fundraising efforts will directly contribute to creating positive change and making a lasting impact in our community.

Benefits include:

- *Flexible working arrangements (subject to role)*
- *25 days Annual Leave (Pro Rata) plus bank holidays*
- *1 additional day of Annual Leave after each 5 years' service (FTE, up to a max 3 days)*
- *1 day per year to volunteer for DENS or another organisation (FTE)*
- *Contributory pension scheme with NEST, employer contributions of 3%*
- *Sick pay scheme*
- *Employee Assistance Programme – 24/7 advice/support helpline and access to counselling*
- *Medicash health cashback plan - including Virtual GP access, dental, optical costs and access to services to support your wellbeing*
- *Staff wellbeing days and team building activities*
- *Training and professional qualifications relevant to your role*

About DENS

Our aim is to be the first port of call for people in Dacorum who are facing homelessness, poverty and social exclusion; to support and empower them to take the next positive step in their lives, secure and maintain a long-term housing option and be an active member of their community.

We ensure individuals have access to temporary and short-term accommodation, and individuals and families have access to emergency food and provisions. We provide a range of services so that people can develop the resilience, skills, and confidence to take the next step in their lives.

DENS Culture & Values

Integrity at DENS means being authentic, honest, and reliable. We demonstrate this through accountability, open communication, clear processes, and setting realistic expectations.

Respect at DENS means being kind, honest, and trustworthy. We value others' opinions and celebrate their uniqueness by maintaining a non-judgmental and unbiased attitude towards clients, colleagues, and stakeholders.

Collaboration at DENS means unity and partnership. We believe that working together strengthens communication and relationships. Our One Team/One Goal mission ensures we achieve the best outcomes for our clients.