

Residential Support Worker (Hostel And Settled Accommodation Support)

Employer: Riverbank Trust

Hours: 35 hours - (Full-time, 5 days per week), expected to start the role in October 2026.

Schedule: Monday – Friday (no night shifts; occasional flexibility required).

Salary: £30,000 - £32,000 F.T.E. subject to experience

Reporting to: CEO

Office location: Holy Trinity Church Centre, Richmond

(Work location: Hostel locations within the London Borough of Richmond Upon Thames)

Riverbank Trust is a Christian charity committed to supporting single mothers and their families in our community through long-term emotional and practical support. Our work is inspired by our faith in Jesus and seeks to demonstrate God's love in action, upholding the dignity and worth of every person.

Riverbank Trust is seeking to hire a Residential Support Worker as we expand our services to support single mothers and their families residing in temporary hostel accommodation. We continue to see a rise in the number of families being referred to us for our services experiencing homelessness. This would be an exciting opportunity to be part of our expansion strategy and our mission to provide support and community, in partnership with the local Church, to single mothers and their families facing vulnerable situations.

The successful applicant will provide 1:1 support, lead community support groups, and work alongside a range of network partners to create support plans for families.

Essential Criteria

- A reasonable level of understanding of homelessness legislation and housing pathways.
- Knowledge of local authority housing processes.
- The candidate must hold a valid driving license and their own vehicle.
- We expect the candidate to be regularly worshipping in a local Church community.
- Ability to apply Christian faith appropriately in an outreach context.
- Commitment to safeguarding adults and children and knowledge of trauma-informed practice.

The ideal candidate would hold a relevant qualification in any of the following including but not limited to:

- Children and families work
- Housing
- Psychology or a relevant therapy

- Health and Social Care (or willingness to work towards).

If you do not have any of the above qualifications but would like to apply, please contact us to discuss further.

Occupational Requirements

This position is open to female applicants only. Due to the nature of the work and the needs of the women we support, being female is an occupational requirement in accordance with Schedule 9, of the Equality Act 2010. The role involves providing trauma-informed support in circumstances where considerations of privacy, dignity and safeguarding make this necessary.

In addition, there is an occupational requirement for the candidate to be a practising Christian under Schedule 9 of the Equality Act 2010. The role involves following the example of Jesus including offering prayer, biblical encouragements, and representation of the charity's Christian faith and ethos publicly. They will also need to work from time to time effectively with local Churches and be able to make presentations and represent the charity appropriately in this setting.

Key Responsibilities:

Resident Support

- Building safe, trusting, and professional relationships with beneficiaries of all backgrounds.
- Provide consistent one-to-one emotional and practical support to beneficiaries facing homelessness, domestic abuse, financial hardship, or other complex needs.
- Running small groups for vulnerable single mothers including skills-based programmes and social groups within the hostel setting.
- Facilitating volunteers to be involved in practical support.
- Actively praying with beneficiaries, within a Church setting, where needed and requested.
- Supporting beneficiaries who wish to explore Christian faith, including signposting them to Church activities.
- Ensuring conduct is informed by Christian faith and the charity's Statement of Faith.
- Alongside the Riverbank team, helping to facilitate special events during half terms and holidays to encourage relationships and build community amongst our Riverbank families.

Housing and Council Liaison

- Working in close partnership with the local authority, housing departments, external agencies, and relevant partners for positive outcomes for residents referred to Riverbank.

- Supporting single mothers practically at appointments or meetings with other agencies and assisting them in accessing additional support from local agencies and work towards securing sustainable housing.
- Assist with housing benefit, Universal Credit housing costs, DHP and other welfare matters.
- Maintain effective communication with local councils to monitor progress and advocate for single mothers where appropriate.
- Maintain appropriate professional boundaries at all times.

There is also an expectation that you will:

- Attend weekly staff meetings on a Thursday morning.
- Contribute to funding reports and impact measurement to ensure key performance indicators are met.
- Lead and participate in prayer and team devotions with the team during meetings where appropriate.
- Attend and participate in regular supervision with your line manager and reflective practice.
- Attend mandatory training and with the support of your line manager, continue to develop your own learning and professional development.

In addition to these requirements, you may also on occasion be required to attend and contribute to additional events such as training, fundraising, or presentations to supporting Churches and organisations.

Safeguarding

We take safeguarding seriously and follow safer recruitment guidelines. The candidate should:

- Recognise and report safeguarding concerns in line with Riverbank policies.
- Attend safeguarding training and meetings as expected of the role.

Working Requirements

- Flexibility will be required depending on requirements and availability.
- One evening a week is required as are other occasional evenings and weekends as required.
- Staff development and training events
- 28 days annual leave pro rata

All appointments are made subject to right to work check, a clear Enhanced DBS check and references. For further enquiries, or to request an application form, please send an email to reni@riverbanktrust.org

Closing date: This position will remain open until a suitable candidate is identified.