



A day in the life of a support worker in community housing

Your day may start at Warrant House, where you'll catch up with your colleagues and take part in a team handover. This is an opportunity to discuss any important updates, review potential risks, share information about residents, and plan for the day ahead.

From there, you'll head out to your planned appointments, spending time with residents either in their own homes or out in the local community. Every resident has their own journey, and your role is about building positive relationships and providing person-centred support to help them develop the skills and confidence needed to move on into independent accommodation.

A large part of the role involves supporting residents with the practical aspects of daily living. This may include helping residents' complete forms and applications, manage their finances, understand bills and household costs, access benefits, attend appointments, and engage with support services. You will regularly liaise with external agencies such as Housing Benefit, Universal Credit, drug and alcohol services, mental health teams, healthcare professionals, and housing providers to ensure residents receive the support they need.

As a Support Worker, you will play a key role in helping residents achieve positive outcomes and work towards moving on into their own accommodation. You will support them to develop independent living skills, manage a tenancy successfully, and overcome barriers that may prevent them from progressing.

You'll be trusted to manage your own diary and workload, balancing resident support with administration and record keeping. Accurate and timely paperwork is essential, ensuring support plans, risk assessments, safeguarding concerns, referrals, and case notes are completed to a high standard.

No two days are ever the same. While you may start the day with a planned schedule, priorities can change quickly. Emergencies, safeguarding concerns, mental health crises, or serious incidents may require an immediate response. Being flexible, proactive, and able to adapt to changing circumstances is essential.

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Your day may look like this

9:00am – Arrive at Warrant House, attend handover, check emails and review your diary for the day.

9:45am – Meet with a resident for a scheduled support appointment and review their support plan.

10:30am – Support a resident to attend an appointment with a drug and alcohol worker or another external agency.

12:00pm – Complete administration, update records, and ensure support plans and case notes are up to date.

12:30pm – Lunch.

1:00pm – Support a colleague with a resident experiencing a mental health crisis or respond to an ongoing incident.

2:00pm – Complete a safeguarding referral and ensure all related paperwork is accurate and up to date.

2:45pm – Submit referrals to external agencies, such as drug and alcohol services, mental health teams, or housing providers.

3:30pm – Carry out a welfare check on a vulnerable resident in the community.

4:00pm – Meet with a resident to provide support with budgeting, benefits, bill management, housing matters, or move-on planning.

4:45pm – Return to the office to complete any outstanding actions, respond to emails, and prepare for the following day.

Every day brings new challenges and opportunities, but the focus remains the same: empowering residents to overcome barriers, achieve their goals, and successfully move on to independent living.