



Housing and Welfare Advice Worker Job Description

The **Manna Society** is an ecumenical Christian organisation and registered Charity. It runs the **Manna Day Centre** at 12 Melior Street, London, SE1 3QP, the largest day centre working with homeless & vulnerable people in the London Borough of Southwark.

The Manna Day Centre, a drop-in Centre for homeless and long-term unemployed single men and women, is run by a team of project workers under the Director, who are responsible for its smooth operation. Basic Services offered include food, showers, clothing, housing & welfare advice, medical care, and access to laptops. The Centre opens to the service users 7 days a week, 8.30 a.m. – 1.30 p.m. **The working week for this particular post is Monday to Friday, 9.00 a.m. to 4.00 p.m. each day.** Annual leave is 25 days plus time in lieu of bank holidays worked. The annual salary for this post ranges from **£31,746 to £36,678**. The starting salary will be dependent on your experience.

Housing & Welfare Advice Workers will have a commitment to homeless people, which includes acceptance and respect. They will also work for necessary social change to ensure justice for homeless and poor people. Responsibilities are shared among the team according to needs, skills and aptitudes.

Responsibilities

- 1) Support clients with housing-related issues, including applying for housing, maintaining tenancies, reporting disrepair, and addressing other accommodation-related matters.
- 2) Support clients with benefits, including applying, challenging decisions, and income maximisation.
- 3) Encourage and support clients to access relevant support services (legal, substance misuse, health care etc)
- 4) Proactively expand knowledge of housing providers and other relevant services.
- 5) Compile housing & welfare advice statistics
- 6) Write a quarterly article for The Manna Society Newsletter.
- 7) Maintain high standards of health and safety for staff and clients.
- 8) Ensure the compliance with Centre ground rules, especially regarding drugs and alcohol.
- 9) Assist with Centre administration. Tasks may include responding to information requests about the Manna Society and handling petty cash.
- 10) Attend team meetings.
- 11) Attend training courses and meet with representatives from other voluntary and statutory agencies to gain insight into the challenges faced by single homeless people in London and to better support Manna clients.
- 12) Participate in and contribute to discussions about the development of the Manna Society.
- 13) Help with cleaning of Centre on quarterly 'clean-up' days (four times a year).
- 14) Attend monthly Management Committee meetings when requested.

These responsibilities are shared among the team according to individual experience, skills and preferences. However, the Director may require staff members to undertake other jobs, as and when circumstances dictate – for example, staff/volunteer shortages, holidays, special occasions, etc.

The Manna Society is an Equal Opportunities employer. Wherever possible, decisions affecting the running of the Centre are taken collectively by the team and the Director. In the event of any policy disagreement, the Director's decision will be upheld.

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