



## Job Description: Support Worker

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| <b>Job Title:</b>       | Support Worker                                       |
| <b>Salary:</b>          | £29,000                                              |
| <b>Job Location:</b>    | Ace of Clubs, Clapham, SW4 7AS - onsite              |
| <b>Hours:</b>           | Full-time (37.5 hours per week) 9am – 4.30pm         |
| <b>Reports to:</b>      | Centre Manager                                       |
| <b>Contract Length:</b> | Permanent (subject to 6 months' probationary period) |

### About Ace of Clubs, [www.aceofclubs.org.uk](http://www.aceofclubs.org.uk)

Ace of Clubs is a community-based charity based in Clapham, SW London providing transformative support for people experiencing homelessness or marginalisation. We provide for their immediate needs including safety, food, warmth, clothing, laundry, showers, IT suite and access to casework and healthcare, all onsite.

Ace of Clubs is a place where those who are feeling isolated or marginalised can find acceptance, a sense of belonging and renewed purpose.

In 2025, we marked Ace of Club's 30<sup>th</sup> year; so this is a pivotal time to join the charity, with a strong history behind us and many plans ahead.

### Team at Ace of Clubs

**Governance:** A Board of Trustees and a Trustees Management Committee

**Staffing:** Director, Centre Manager, Senior Support Worker (p/t), Support Worker, Volunteering and Community Co-ordinator, Chef, Driver

**Clients:** At Ace of Clubs we see well over 1,000 guests a year and can have up to 200 guests a day visiting our centre for a hot meal and our range of support services.

**Volunteers:** Around 70 individual volunteers a year and 70 corporate volunteer teams

**Partner Providers:** There are a number of other service providers on site at Ace of Clubs complementing our support services - including NHS physical health, mental health teams, podiatry, housing support, employability and others.

**Food Partners:** We have strong partnerships with a variety of food providers and local supermarkets who provide surplus food to our charity. Our team and partnerships create a really vibrant environment on site at Ace of Clubs, benefitting from a range of professionals providing expertise and learning.

<https://aceofclubs.sharepoint.com/Shared Documents/Ace of Clubs/Recruitment 2025/Support Worker Role, Ace of Clubs.docx>

## About the Role

As a Support Worker at Ace of Clubs, you will play a key role in supporting individuals who may be navigating chaotic lifestyles, trauma, and multiple disadvantages. You will provide practical and emotional support, help people access essential services, and work to empower them to move toward independence.

Your role will involve working directly with service users, managing case records, liaising with partner agencies, and contributing to the smooth running of our busy centre. Ultimately, you will support people to overcome barriers, develop essential skills, and build confidence in navigating life challenges and providing advocacy where needed. In particular, you will be on duty as Support Worker during our busy, daily lunchtime service – responding to the needs of a variety of guests – on a busy day we can reach 150 – 200 guests visiting our service.

In addition, Ace of Clubs works with a wide range of volunteers and partners on a daily basis including food partners, health partners, corporate, individual and client volunteers. Your role will also be required to support the team in the smooth functioning of these areas, for example liaising with partners on site, showing around volunteers or feeding back any issues during lunch service.

You will also be required to support the Centre Manager with the operations and building's co-ordination, including carrying out weekly health and safety checks as required, i.e. fire alarm checks, legionella checks etc., meeting onsite contractors, counting and logging cash takings, responding and filtering the central email account and making food and supplies orders. You will be provided with comprehensive training in these areas.

## About You

You need strong communication, administrative, writing and Microsoft Office skills and need to feel confident with using databases for client recordings, (we use Charity Log). Additionally, you will have a positive mindset and the ability to relate to people in a way that leaves them feeling valued and respected.

While experience working in a similar environment is not necessarily required, empathy and understanding for individuals experiencing homelessness and adversity is essential.

You could be someone looking for an opportunity to grow and develop your career within the charity sector, or someone with extensive experience seeking a more philanthropic and fulfilling role.

Most importantly, you will need to be able to embrace an environment that is full of compassion and support, but can also be reactive and busy.

## Key Responsibilities

### Support Work to clients

- Provide person-centred support and advocacy to service users across a broad range of needs including their basic needs, housing, welfare, health, education, and employment.
- Liaise with statutory and voluntary partners to secure positive outcomes, including referrals and signposting to accommodation providers, health services, and other support agencies.
- Maintain accurate, high-quality case records on Charity Log in line with organisational standards.
- Ensure the Centre Manager is promptly updated on any safeguarding concerns, risks, or incidents.
- Use creative and flexible approaches to support, motivate, and empower individuals to work towards their goals and greater independence.

### Wider partnerships and food programme support

- Coordinate with the centre driver to organise the collection of food donations from supermarkets, restaurants, Harvest Festival contributors, and surplus food charities.
- Co-ordinate food and cleaning orders, liaising with relevant staff.
- Counting the daily dinner money from lunch service and recording the monetary and client information on the database.
- Support the Volunteering and Community Co-ordinator with volunteer co-ordination where required (i.e. showing around a new volunteer or partner), liaising with the Volunteering and Community Co-ordinator to flag any issues during lunch shift.

### **Buildings management support**

- Support the Centre Manager with routine weekly/monthly health and safety checks needed throughout the building (i.e. fire alarm test, legionella tests etc.)

### **Line Management and Day-to-day**

You will report directly to the Centre Manager. As a small charity, roles can be varied and collaborative, with everyone pitching in to help where needed. Due to the high demands on the team, prioritising tasks is essential, but you will be supported in doing so.

### **Hours and time off in lieu**

We are advertising this role as a fulltime role at 37.5 hours per week (9am – 4.30pm).

Occasionally, events or activities may take place outside regular working hours (evenings or weekends) and you are required to work these. While this is hard to predict, we do not expect it to occur more than around six times per year, and time off in lieu will be provided.

### **Employee Benefits**

- 33 days holiday
- Complimentary daily hot lunch and refreshments/tea/coffee provided on site
- Full induction training programme, supported by Bright HR
- Employee assistance programme
- Contributory NEST pension

**\*Note:** This service at Ace of Clubs runs 5 days a week, Monday – Friday all through the year including all bank holidays (including Christmas Day) and these are working days for all staff. Annual leave would need to be agreed in order to take off one of these bank holidays and agreement of this is subject to there being enough staff working on these days for the safe and smooth running of the service.

### **Person Specification: Skills, Competencies, Personal Attributes**

#### **Essential Skills**

- **Communication Skills** – Able to communicate clearly, compassionately, and professionally with individuals experiencing homelessness, colleagues, and external agencies.
- **Active Listening** – Ability to listen without judgement, identify needs, and respond appropriately.
- **Record-Keeping & Administration** – Competent in maintaining accurate case notes, incident reports, and service records (paper and digital).
- **IT Literacy** – Confident using email, databases, and basic software (e.g., Microsoft Office or equivalent).
- **De-escalation & Conflict Management** – Ability to remain calm and implement safe practices when managing challenging behaviour.
- **Problem-Solving** – Able to assess situations quickly, apply appropriate actions, and adapt to changing circumstances.
- **Time Management** – Skilled in prioritising workload, managing multiple tasks, and meeting deadlines in a busy environment.

<https://aceofclubs.sharepoint.com/Shared Documents/Ace of Clubs/Recruitment 2025/Support Worker Role, Ace of Clubs.docx>

## Core Competencies

- **Support & Advocacy** – Ability to support individuals with housing, health, benefit, or personal issues; advocate on their behalf with statutory and voluntary agencies.
- **Trauma-Informed Practice** – Competence in working with people who have experienced trauma, using a strengths-based and non-judgemental approach.
- **Multi-Agency Working** – Able to collaborate effectively with health services, housing teams, outreach workers, and other support providers.
- **Risk Assessment** – Ability to identify risks (to clients, staff, and the public), record them, and act appropriately.
- **Professional Boundaries** – Understands and maintains appropriate boundaries at all times.
- **Equality, Diversity & Inclusion Awareness** – Ability to work inclusively with people from diverse backgrounds and respect individual differences.
- **Confidentiality & Data Protection** – Awareness of GDPR and commitment to maintaining client confidentiality.
- **Teamwork** – Competent in working collaboratively within a small team and contributing to a supportive team culture.

## Personal Attributes

- **Empathy & Compassion** – Genuine desire to support vulnerable individuals with dignity and respect.
- **Resilience** – Able to manage emotionally challenging or distressing situations without losing motivation or professionalism.
- **Adaptability** – Comfortable working in a fast-paced, unpredictable environment with changing client needs.
- **Reliability & Responsibility** – Dependable, punctual, and committed to delivering consistent support.
- **Positive Attitude** – Approaches challenges with a solution-focused mindset.
- **Patience** – Able to support individuals who may be reluctant to engage or experiencing complex issues.
- **Self-Awareness** – Recognise own limits, emotional triggers, and when to seek support.
- **Integrity** – Honest, transparent, and trustworthy in handling sensitive situations and information.

## Desirable Criteria

- 2 years' experience working with people affected by homelessness, mental health issues, substance misuse, or complex needs.
- Relevant sector-based qualifications or other qualifications that reflect interest and learning in this sector.
- Understanding of safeguarding adults, with the ability to follow relevant procedures.
- Knowledge of local housing systems, benefits processes, or relevant legislation.
- Training in First Aid, Mental Health First Aid, or safeguarding.
- Experience facilitating activities, groups, or workshops.

## Inclusion & Diversity & Values

Ace of Clubs are committed to making our recruitment practices as inclusive as possible for everyone. We are committed to promoting equality and diversity and developing a culture that values differences, recognising that employees from a variety of backgrounds bring important and positive contributions to the charity and can improve the way we deliver services.

Ace of Clubs values are ensuring that we put our service users at the heart of what we do. Our mission is to meet the basic human needs of homeless and isolated people through a range of high-quality and easily accessible services. We seek to enable service users to gain a sense of purpose, belonging, and self-esteem, in order that they can make informed responsible choices that affect their lives.

Volunteers are also pivotal to the running of our charity and your support and appreciation of a wide range of volunteers (including service users volunteers) is also vital.

## **Deadline, Shortlisting, Assessment and Onboarding Process**

- **Deadline for applications:** Monday 15<sup>th</sup> December 2025 (9am)
- **Final shortlisting:** Monday 15<sup>th</sup> December by 9am.
- **Interviews and assessment task:** Wednesday 17<sup>th</sup> & Thursday 18<sup>th</sup> December.
- **For your application you need to submit:**
  - A covering letter (no longer than 1.5 sides of A4) which clearly states how your experience demonstrates your Skills, Competencies and Personal Attributes specified in the Personal Specification. If you do not have direct experience in the charity sector, please consider the skills and experience you have gained in other work, volunteer, studying or extra-curricular activities.
  - A CV (no more than 2 pages) that includes Contact Details, Education, Employment, Volunteering/Extra-Curricular (as relevant), 2 x Reference contacts (Employment and Character Reference required).

**Note:** If you are successful at interview, a DBS check will be required. However, please do not let a previous criminal conviction put you off applying.

### **Shortlisting Process, (stage 2 & 3):**

**If you are invited to an interview, please bring your ID and right to work in the UK documentation with you** (this could be your passport or immigration status documents).

**Interview:** The interview will involve being asked some questions about your skills, competencies and attributes in relation to the role, which you will respond to verbally.

- **Task/Skills based-exercise:** There will be a 20-minute task before the interview that is designed to assess your:
  - Ability to record information objectively and professionally
  - Safeguarding awareness
  - Written communication (tone, accuracy, spelling, structure)
  - Confidence using Microsoft Word (formatting, clarity, layout)
  - Awareness of boundaries and confidentiality