

THE BRICK

PROJECT
SHOP
WORKS
GIVING

QUEENS HALL ACTION ON POVERTY

JOB DESCRIPTION

Job Title: Emergency Access Intensive Housing Manager

Salary: £ 24,368 + 15% enhancement for shift work (£28,023.20)

Status: 6 Month Initial Post 1st November 2018 to 31st March 2019

Hours: Approx. 42 hours per week on a rolling rota (*From 07:30pm until 07:30am*)

Holidays: 20 Days plus Bank Holidays (pro rata for part time)

Based at: Wigan Location

Responsible to: The Brick Project Manager

Accountable to: Queen's Hall Action on Poverty Trustees

JOB PURPOSE

You will support the delivery and growth of the emergency accommodation facility in Leigh and build trusting relationships with clients and key partners. You will effectively and efficiently provide a safe and secure place to stay. An important element in keeping people safe is ensuring that the environment and its cleanliness is maintained. You will identify needs and will liaise with key partners and services who will provide the appropriate support using a person centred approach. You will recruit, train and support volunteers to assist in the Night Shelter delivery model.

The overnight accommodation is part of a community hub model that will offer wrap around care and support to those homeless and most vulnerable in Wigan. Individuals who stay at the overnight accommodation will be offered an intensive support package by key partners, highlighting agreed actions for sustainable move on. As an overnight accommodation worker your knowledge and understanding of those we look to house is critical in forming these holistic actions plans with support agencies, the intelligence you collect on shift will be an integral part of individual action plans used by agencies offering support.

Operationally you will manage a consistent flow of referrals to the overnight accommodation and manage the complex needs of clients to ensure that throughout their stay they receive a warm welcome and equally a place where they feel safe. You will create an inclusive environment that promotes independence and build healthy professional relationships between the staff team and encourage and adopt practices to ensure social inclusion for all. Working in an asset based way you will recognise individual strengths, skills and assets of homeless people and work hard to build upon these assets, connecting them with communities. You will work in close partnerships with key services based at the hub to ensure every individual is receiving support through key agencies unique to them.

Upon handover you will be required to share information with relevant partners to allow for continued ongoing engagement

The overnight accommodation facility in Leigh will be the initial phase in developing homelessness provision across the borough and as overnight accommodation you will play a key role in sharing frontline experience and knowledge with others to contribute to the wider homelessness strategy in Wigan.

DUTIES WILL INCLUDE:

- Provide a safe and secure environment for residents
- Identify and recruit volunteers
- Provide a supportive and nurturing environment for volunteers
- Ensure the safety and security of the premises
- Ensure that residents adhere to the rules and respect the rights of other residents and premises
- Ensure that residents adhere to the conditions of their agreement
- Identifying needs and referring into appropriate support services
- Ongoing assessment of risk/managing risk
- Relationship management between clients and key partners
- Accurate record keeping and update logs
- Complying with policy and procedures in line with safe working policies and following processes to refer concerns

This is a fantastic role for an experienced Project Worker / Duty Officer / Waking Night or Sleeping Night Worker or similar who has experience in providing compassionate engagement to vulnerable client groups.

We are ideally looking for candidates with an understanding of vulnerable groups and in particular the needs of homeless people.

QUALIFICATIONS AND SKILLS

Suitable candidate must have:

- The ability to recognise talents and work in an asset based way
- Have an understanding complex needs and experience of supporting those most vulnerable in order to assist key support delivery partners
- A can-do attitude and willingness to undertake a varied workload
- A resilient nature and the ability to handle challenging behaviour
- Ability to work well in a multi-agency team
- Ability to show empathy with clients while maintaining professional boundaries
- An understanding of the needs and challenges of homeless people, including those who have support needs including drug, alcohol and mental health needs
- An awareness of key public health messages relating to contagious and spreadable disease
- Qualifications in social care / health / counselling preferred
- Experience of working with and supporting volunteers or work towards.

PARTNERSHIP WORKING

The Brick is committed to delivering Wigan Council's Deal approach and as such we are asking for applicants who adopt the 3 core behaviours being; positive, accountable and courageous. We are looking for innovation and creativity, The Brick is not afraid to do things differently and pilot new initiatives to trial and test new ideas.

OTHER

Health and Safety

In line with Health and Safety and Lone Working Policies, take reasonable care of personal health and safety and the health and safety of colleagues, mentors and service users and other persons who may be affected by acts and omissions.

Ensuring mentors are following Health and Safety Procedures and all incidents or near misses are recorded and acted on appropriately.

Reporting any incidents to relevant Manager.

Diversity

Understand and implement The Brick's Equality and Diversity Policy

Out of Hours

This role is a night shift role from 7.30pm to 7.30am on a rolling rota.

Be willing to undertake and assist in fundraising activities which may occur out of hours

Promoting fundraising for the Charity

General

To be responsible to Senior Management.

The post holder will be expected to:

Undertake a medical to ensure fitness for night working

Operate all financial procedures in line with Queen's Hall Action on Poverty.

Ensure that the Electronic Database Case Management System is up to date at all times, if applicable

Perform any other duties consistent with the broad objectives of the post.

Participate in individual performance review and respond to agreed objectives.

Attend case management and managerial supervision as required.

Attend and be an active participant in team meetings, team training and other internal meetings etc.

Attend external meetings, forums, conferences, training etc. as required by Queen's Hall Action on Poverty.

Be aware of professional standards expected in the service, in terms of holistic person centred delivery, required ongoing personal and professional development.

Maintain up-to-date knowledge of legislation, national and local policies, procedures, recommendations and guidelines

Take responsibility for ensuring that legal obligations regarding information which is processed for both mentors and staff is kept accurate, confidential, secure and in line with the Data Protection Act (1998) and Confidentiality Policies.

Not abuse their official position for personal gain, to seek advantage of further private business or other interests in the course of their official duties.

To undertake other such duties consistent with the post, as jointly agreed between the post holder and Queen's Hall Action on Poverty

To at all times deliver the service in line with and adhere to the Policies and Procedures

To undertake other duties when required in order to aid in the smooth running of the Project.

To promote good communication within The Brick and the Charity as a whole.

To ensure good time management

**PERSON SPECIFICATION
EMERGENCY ACCOMMODATION MANAGER**

Skills and knowledge

	<i>Essential</i>	<i>Desirable</i>	<i>How to be achieved</i>
<i>A minimum of 1 years' experience in a role such as Project Worker / Care Worker / Duty Officer / Waking Night or Sleeping Night Worker or similar</i>	✓		<i>Application form, interview</i>
<i>Experience in providing compassionate engagement to vulnerable client groups.</i>	✓		<i>Application form, interview</i>
<i>Knowledge of key issues involved in homelessness and drug and alcohol misuse</i>		✓	<i>Application form, interview</i>
<i>Experience of managing volunteers and undertaking supervision and appraisals</i>		✓	<i>Application form, interview</i>
<i>Must be willing to have a medical to show evidence of fitness for night working.</i>	✓		<i>Application Form, interview</i>
<i>Strong communication skills- verbal and written including experience of public speaking and/or the ability to give presentations, and facilitate group discussions</i>	✓		<i>Application form, interview</i>
<i>Knowledge of Health and Safety requirements</i>	✓		<i>Application form and interview</i>
<i>Ability to develop relationships with businesses and the local authority to provide coordinated links</i>	✓		<i>Application form and interview</i>
<i>Ability to work unsupervised</i>	✓		<i>Application form and interview</i>
<i>Ability to work within tight deadlines</i>	✓		<i>Application form and interview</i>
<i>Possess good time management skills</i>	✓		<i>Application form and interview</i>
<i>Ability to work on own and be self-motivating</i>	✓		<i>Application form and interview</i>
<i>Able to use Microsoft Word, Excel, and e-mail</i>	✓		<i>Application form and interview</i>

Work related circumstances

	Essential	Desirable	How to be achieved
<i>A committed professional approach to work</i>	✓		<i>Application form and interview</i>
<i>Able to communicate effectively in writing and verbally</i>	✓		<i>Application form and interview</i>
<i>Evidence of the ability to work in a pro-active manner and taking the appropriate initiative to ensure services meet the demands of its customers</i>	✓		<i>Application form and interview</i>
<i>Ensure that dignity is maintained to all service users</i>	✓		<i>Application form and interview</i>
<i>Ability to work as part of a committed team</i>	✓		<i>Application form and interview</i>
<i>Able to adapt to changing priorities and circumstances; Working flexibly to cover tasks as necessary</i>	✓		<i>Application form and interview</i>
<i>Demonstrate honesty and integrity</i>	✓		<i>Application form and interview</i>
<i>Satisfactory Enhanced DBS disclosure</i>	✓		<i>Application form, interview, Qualifications</i>
<i>First Aider, Health & Safety Trained, Data Protection Act Trained</i>		✓	<i>Application form, interview, Qualifications</i>
<i>Ensure Company Policies and Procedures are complied with at all times</i>	✓		<i>Application form and interview</i>
<i>Willingness to undertake activities which benefits the Charity</i>	✓		<i>Application form and interview</i>