



QUEENS HALL ACTION ON POVERTY

JOB DESCRIPTION

Job Title: Independent Living Mentor

Salary: £24,648 plus benefits

Status: Permanent

No of Vacancies: 1

Hours: 37.5 hours per week over 5 days including weekends on a rota basis (every 4-6 weeks)

Holidays: 22 Days plus Bank Holidays

Based at: Houses across Wigan and Leigh

Responsible to: Supported Accommodation Manager

Accountable to: Queen's Hall Action on Poverty Trustees

Closing Date: 30th September 2025

Interviews: ASAP (we reserve the right to interview as applications are recieved)

To Apply: Please enclose your CV along with a covering letter to explain why you feel you are perfect for this role.

Please upload your documents here: <https://hr.breathehr.com/recruitment/vacancies/42773>

Please do not register at the above link until you are ready to add your documents, once registered, you cannot amend your application or add any documents.

Please apply early as we reserve the right to bring forward or extend the deadline for applications, so please get your applications in as soon as possible.

JOB PURPOSE

The Brick is a charity with big aspirations and its local community at the heart of everything it does. As a result, The Brick follows a strategy and approach focusing on personal development by following The 3 R's. The 3 R's are: **Relief**, meeting felt needs, **Restoration**, equipping people for self-sustaining, independent living, and **Reformation**, speaking out and acting against social injustice.

The key role will be to support The Brick and individuals we support in our accommodation who are at risk of or have experienced street homelessness. You will be part of a team supporting individuals in supported accommodation. Your role will be to support the individuals with their immediate needs, assist them to develop independence and to eventually secure a move on to appropriate medium- and long-term stable accommodation.

DUTIES WILL INCLUDE:

- To support people in a positive way by focusing on their personal development. The aim is to equip people with the skills and confidence to progress into independent living.
- To work as part of a team, internally and externally with Wigan Council in order to achieve the best interests for each individual, liaising with other professional agencies.
- To identify future housing options and co-produce a support plan to achieve this.
- To ensure that individuals understand financial management and developing budgeting skills in preparation for independent living.
- To ensure that individuals are safe, inspired and engaged to reach any goals they have set for themselves.
- To understand that individuals may have experienced tough life experiences and trauma, and as a result may require a greater level of understanding, thoughtfulness and empathy
- To work with people to identify their abilities. Promote and encourage the attendance of internal and external groups and training where appropriate.
- Ensure that privacy and dignity is always maintained.
- Develop knowledge of local community resources
- Develop and maintain effective working relationships with other agencies including, but not limited to, housing agencies, social services, mental health team, tenancy support services and alcohol and drug services.
- Provide information requested by internal and external stakeholders accurately and on time.
- Attend promotions, external meetings and case conferences about the service.
- Liaise with other service providers, both statutory and non-statutory, to ensure that individuals can access and use all appropriate services to meet their needs.
- Hold weekly support sessions, and complete admin tasks as appropriate.
- Raising and following up on safeguarding alerts.

QUALIFICATIONS AND SKILLS

Suitable candidate should have:

- Ability to network, build enabling relationships and work effectively in a multi-agency context across the Wigan Borough.
- Understand complex needs and how support can be facilitated to those most vulnerable.
- An ability to communicate effectively both verbally and in writing (English) and to collate and evidence work/ outcomes using case management databases.
- A can-do attitude and willingness to undertake a varied workload.
- A resilient nature and the ability to handle challenging behaviour.
- Ability to show empathy with individuals while maintaining professional boundaries.
- An understanding of the needs and challenges of those experiencing homelessness, 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
- Experience of working with and supporting volunteers and staff with lived experience.

PARTNERSHIP WORKING

The Brick is committed to delivering Wigan Council's approach to Progress with Unity and as such we are asking for applicants who demonstrate an understanding of these values. 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.

Reporting any incidents and Safeguarding concerns in a timely and effective manner following the Wigan tier report system.

Diversity

Understand and implement The Brick's Equality and Diversity Policy

Out of Hours

You will be expected to undertake occasional work in the early mornings, evenings, and weekends to ensure full delivery.

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 the Accommodation Provision Manager

The post holder will be expected to:

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 always deliver the service in line with and adhere to the Policies and Procedures

To undertake other duties when required 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

Queen's Hall Action on Poverty are committed to the safeguarding and protection of all young people and adults in line with our Safeguarding policies. We will carefully select, train, and support all those with any responsibility within the Charity, in accordance with our rigorous recruitment and selection policies.

Person Specification Independent Living Mentor

	<i>Essential</i>	<i>Desirable</i>	<i>How to be achieved</i>
<i>Degree, NVQ or should have relevant amount of experience and willingness to learn.</i>	✓		<i>Application form</i>
<i>Knowledge of housing and welfare benefits and relevant legislation</i>		✓	<i>Application form and interview</i>
<i>Experience of budgeting control or basic financial management and the ability to create positive money management plans</i>		✓	<i>Application form and interview</i>
<i>Experience of working respectfully with individuals offering advice, guidance and support and appropriate housing related information</i>	✓		<i>Application form and interview</i>
<i>Understanding of and a total commitment to promoting and implementing equal opportunities, diversity and inclusion for all people who may be experiencing difficult times</i>	✓		<i>Application form and interview</i>
<i>The ability to provide mentoring to encourage people to feel more empowered</i>		✓	<i>Application form and interview</i>
<i>Excellent active listening and negotiating skills. Ability to demonstrate empathy with an ability to see beyond the immediate crisis</i>	✓		<i>Application form and interview</i>
<i>Excellent communication and interpersonal skills</i>	✓		<i>Application form and interview</i>
<i>Excellent time management, organisational and administrative skills</i>	✓		<i>Application form and interview</i>
<i>Ability to work independently and be self-motivating</i>	✓		<i>Application form and interview</i>
<i>Ability to work in a fast-paced environment</i>	✓		<i>Application form and interview</i>

<i>Knowledge of statutory provisions and third sector support</i>		✓	<i>Application form and interview</i>
<i>IT competency</i>	✓		<i>Application form and interview</i>
<i>Commitment to working within an asset based approach and person centred way</i>			<i>Application form and interview</i>

	<i>Essential</i>	<i>Desirable</i>	<i>How to be achieved</i>
<i>A committed professional approach to work</i>	✓		<i>Application form and interview</i>
<i>Evidence of the ability to work in a proactive manner and taking the appropriate initiative to ensure services meet the demands of those using the service</i>	✓		<i>Application form and interview</i>
<i>Ensure that dignity is maintained for all individuals</i>	✓		<i>Application form and interview</i>
<i>Ability to work as part of a team and to be a committed team player with a proven track record of team involvement</i>	✓		<i>Application form and interview</i>
<i>Ability to work out of hours and on weekends when required</i>	✓		<i>Application form and interview</i>
<i>Must have the use of a car and full UK Driving Licence and Insurance</i>		✓	<i>Application form and interview</i>
<i>Proven ability to abide by policies and procedures</i>	✓		<i>Application form and interview</i>
<i>Willingness to undertake activities which benefits the Charity</i>	✓		<i>Application form and interview</i>