

# THE BRICK

PROJECT  
SHOP  
WORKS  
GIVING  
RE-USE

## QUEENS HALL ACTION ON POVERTY

### **JOB DESCRIPTION**

**Job Title: Emergency Access Intensive Housing Manager x 2 Posts**

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

**Status: substantive post**

**Hours: Approx. 42 hours per week on a rolling rota (*working 12.5 hr shifts from approx. 7:30pm until 07:30am*)**

**Holidays: 20 Days plus Bank Holidays (or a day in lieu for bank holidays worked)**

**Based at: Sites across Wigan and Leigh**

**Responsible to: Emergency Access Intensive Housing Team Manager**

**Accountable to: Queen's Hall Action on Poverty Trustees**

**Closing Date : 12 Noon 25<sup>th</sup> March 2019**

**Interview : 26<sup>th</sup> March 2019**

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 groups.

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

### ***JOB PURPOSE***

You will support the delivery and growth of the emergency accommodation facilities in Wigan and Leigh and build trusting relationships with those using the provision 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 those using the provision 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 the strengths, skills and assets of people experiencing homelessness and work hard to build upon these assets, connecting them with their communities. You will work in close partnership with key services based at the hub to ensure every individual is receiving support through key agencies unique to them.

You will be required to share information with relevant partners to allow for continued ongoing engagement. You will play a key role in sharing frontline experience and knowledge with others to contribute to the wider homelessness strategy in Wigan.

Use of a car and full UK driving licence is preferred, as this role includes covering sites located across the borough.

### ***DUTIES WILL INCLUDE:***

- Providing a safe and secure environment for residents
- Identifying and recruiting volunteers
- Providing a supportive and nurturing environment for volunteers
- Ensuring the safety and security of the premises
- Ensuring that residents adhere to the rules and respect the rights of other residents and the premises
- Ensuring that residents adhere to the conditions of their agreement
- Ongoing assessment of risk/managing risk
- Relationship management between those using the provision and key partners
- Accurate record keeping and updating logs
- Complying with policy and procedures in line with safe working policies and following processes to refer concerns

### ***QUALIFICATIONS AND SKILLS***

#### ***Suitable candidate must have:***

- The ability to recognise talents and work in an asset based way
- An understanding of complex needs and experience of supporting vulnerable people 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
- The ability to work well in a multi-agency team
- The ability to show empathy 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, volunteers and service users and other persons who may be affected by acts and omissions.

Ensuring volunteers 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 waking night shift role 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

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

*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**  
**Emergency Access Intensive Housing Manager**

	<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 groups.</i>	✓		<i>Application form, interview</i>
<i>Knowledge of key issues involved in homelessness and drug and alcohol use</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>
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## **Skills and knowledge**

### **Work related circumstances**

	<b>Essential</b>	<b>Desirable</b>	<b>How to be achieved</b>
<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 &amp; 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>
<i>Use of a car, full UK driving licence and insurance</i>		✓	<i>Application form and interview</i>
<i>Willingness to work flexibly, including covering bank holidays</i>	✓		<i>Application form and interview</i>