

JOB DESCRIPTION: Independent Living Mentor

Job Title: Independent Living Mentor

Salary: £21,325.34 (Pay review April 2018)

Hours: 37.5 hours per week, *Thursday to Monday or Friday to Tuesday will include early morning and evening shifts to meet the needs of the organisation*

Contract Length: 12 months

Holidays: 22 Days plus Bank Holidays

Base: Will be expected to work within the community throughout the Wigan and Leigh Borough

Responsible to: Service Manager

Accountable to: Queen's Hall Action on Poverty Trustees

JOB PURPOSE

To provide individual and bespoke support to vulnerable individuals and families across the borough, to ensure that they are provided with accurate advice and information needed to secure or maintain permanent accommodation. To ensure that people have access to relevant services, training and advocacy in order to remove barriers to independent living.

PRINCIPAL RESPONSIBILITIES

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 accommodation

To work as part of a team in the best interests of each individual, liaising with other professional agencies and the Asset Coach team. To identify future housing options and agree an action plan to achieve this.

To ensure that individuals have an understanding of financial management in preparation for independent living, including focus on rent payment and budget creation

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 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 maintained at all times

Develop knowledge of local community resources

Working with Internal and External Agencies

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.

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, individuals and other persons who may be affected by acts and omissions.

Diversity

Understand and implement The Brick's Equal Opportunities Policy

Out of Hours

Be willing to undertake work out of hours, including weekends and evenings, when necessary.

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

Promote fundraising for the charity

General

Maintain a proactive approach to keeping well informed of changes and developments in relevant legislation and benefits.

To ensure that all required information and paperwork for Funders is completed and submitted on time as to not put the service in jeopardy.

The Post holder must be able to use their own initiative to work in a strategic manner and manage their own time to a high degree.

The post holder will be expected to:

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

Maintain accurate and up to date case files and understand that these files will be audited regularly for optimum performance.

Ensure that the Electronic Database Case Management System is up to date at all times to afford all staff an up to date picture of each person's journey and risk.

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 in relation to Housing and Welfare Rights and keep informed of advances/developments in Tenancy issues.

Take responsibility for ensuring that legal obligations regarding information which is processed for both service users and staff is kept accurate, confidential, secure and in line with the Data Protection Act (2018) 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

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 appropriate qualification or a minimum of 2 years' experience in relevant field</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>Experience of working within an asset based model</i>		✓	<i>Application form and interview</i>

	Essential	Desirable	How to be achieved
<i>A committed professional approach to work</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 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>