

THE BRICK

PROJECT
SHOP
WORKS
GIVING
REUSE

QUEENS HALL ACTION ON POVERTY

JOB DESCRIPTION

Job Title: Out Of Hours Co-ordinator.

No of Posts: x 1

Salary: £ 11924.64 pro rata / £10.92 ph Hr

Status: Maternity cover 08/11/21 . Ongoing short term temporary contract - end date to be confirmed

Hours: average of 21 hours per week on a rota pattern to include every other weekend

Holidays: 22 Days plus Bank Holidays pro rata

Based at: Leigh and Wigan

Responsible to: Senior Service Manager Accommodation

Accountable to: Queen's Hall Action on Poverty Trustees

Closing Date: 15/10/21

Interviews: W/C 18th October 2021

To Apply: Please review the Job Description and enclose your CV along with a covering letter explaining why you feel you are perfect for this role. Please upload your documents here :

<https://hr.breathehr.com/v/temporary-out-of-hours-co-ordinator-18820>

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 through providing **Relief**. You will work with some of the most vulnerable individuals in the community to identify support for immediate crisis and then then facilitate bespoke support to ensure that they are provided with accurate advice and information needed to

access safe, appropriate accommodation. The focus of the Out of Hours role is to ensure that emergency, vital support is available to individuals at all times, particularly when traditional day services have closed. Your role is coordinate support within the borough and ensure that you and the team respond immediately to individuals in crisis. A key aspect of the role is to ensure quick and effective support is delivered resulting in an immediate response and someone being relieved from immediate crisis, whilst focusing on the individual and their assets at all times.

DUTIES WILL INCLUDE:

- To support people in a positive way by focusing on their personal development. The aim is to support people into accessing accommodation in which they have a chance of accessing and equipping themselves with the skills and confidence to progress into further independent living.
- To work as part of a team with The Brick, Wigan Council and We are With You in order to achieve the best interests for each individual. To identify barriers and co-produce an action plan to overcome them.
- 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. Ensure that privacy and dignity is maintained at all times.
- 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.
- 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.

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.
- Have an understanding of 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.

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.

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 work on weekends leading into the evening, early morning.

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 Service

Manager Accommodation

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 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.