



## QUEENS HALL ACTION ON POVERTY

### **JOB DESCRIPTION**

**Job Title:** Emergency Accommodation Support Worker

**Salary:** £1710.72 per annum (£11.88 per hour) Plus benefits ( Life Insurance , Gym Membership , your Birthday off , Healthcare Cover )

**Status:** FIXED TERM CONTRACT – January 2023

**Hours:** 12 hours per month – one weekend a month

**Holidays:** 30 Days including Bank Holidays ( Pro Rata )

**Based at:** Leigh

**Number of positions available:** 1

**Responsible to:** Emergency Accommodation Team Lead

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

**Closing Date :** 12 Noon 15<sup>th</sup> May 2022

**Interview Date :** Interviews scheduled as applications received, right to withdraw vacancy before closing date if the right applicant is found.

To Apply : Please review the attached Job Description and then upload your CV and Covering Letter <https://hr.breathehr.com/v/emergency-accommodation-support-22927>

**Please do not register using the link until you are ready to attach your documents.**

### **SUMMARY**

The Brick is a small charity with big aspirations for people in need within our community. We provide RELIEF, RESTORATION and REFORMATION by offering tailored support, hope, and opportunity to those looking to improve their quality of life. We now are looking for an enthusiastic, proactive and inspirational Emergency Accommodation Support Worker to join our team, a believer in the right to equal life chances with a passion to improve lives through collaboration and innovation.

### **JOB PURPOSE:**

ABEN (A Bed Every Night) offers emergency accommodation to adults facing immediate homelessness and facing the prospect of rough sleeping. The Brick is looking for someone for one weekend a month to help support and manage residents. ABEN Accommodation is

part of an emergency accommodation model that offers wrap around care and support to those homeless and most vulnerable in Wigan and Leigh.

The post holder will support the delivery and growth of the Emergency Accommodation provision and build trusting relationships with those using the provision and key partners. They 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, the post holder will support residents to engage in developing this and other life skills such as budgeting, cookery and domestic skills to support the sustainment of future properties as they transition through homelessness. They will identify needs and will liaise with key partners and services who will provide the appropriate support using a person-centred approach. These needs will be identified through carrying out inductions and support plans with individuals residing with The Brick and reviewing these through face-to-face sessions. They will work with individuals to identify opportunities of Restoration, in which they will engage as an expectation of placement at the Emergency Accommodation. The post holder will be expected to take responsibility for personal development, identifying personal training needs and participate in regular supervision and appraisal. DUTIES WILL INCLUDE:

- Working in an asset-based way, the post holder utilises a strengths-based approach to support planning and daily engagement with the residents to encourage independent living
- Develop effective working relationships and links with other agencies to ensure every individual is receiving support through key agencies unique to them. Including but not limited to housing agencies, social services, Mental Health Team, other Tenancy Support Services, Alcohol and Drug Services, Complex Needs Team and Life Centre.
- The post holder will be required to share information with relevant partners to allow for continued ongoing engagement.
- To ensure that individuals are appropriately safeguarded and that all recording is completed to a high standard, in accordance to the safeguarding policy.
- To understand that individuals may have experienced tough life experiences and may require a greater level of understanding, thoughtfulness and empathy.
- To take part in the evaluation and development of service and to attend external meetings and case conferences.
- To ensure that regular case reviews are carried out within agreed timescales and that support and action plans are implemented and consistently high-quality case notes are recorded on Lamplight and other data base systems as required.
- Ensuring Accurate handovers are completed between shifts.
- Adhere to The Brick Policies and Procedures at all times.
- Cover for other members of the team and division as necessary.
- Being proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.
- Undertaking, as required, any other duties compatible with the level and nature of the post and/or reasonably required by more senior members of staff.
- Attend and participate in divisional and team meetings and other meetings as required.

## QUALIFICATIONS AND SKILLS Suitable candidate must have:

- Ability to network, build enabling relationships and work effectively in a multi-agency context.
- Have an understanding of complex needs and experience of supporting those most vulnerable in order to assist key support delivery partners.
- 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.

## 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.

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.

Understand and implement The Brick's Equality and Diversity Policy

Out of Hours You will be expected to undertake work in the 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 Emergency Accommodation Team Lead.

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 (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

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 Independent Living Mentor

	<i>Essential</i>	<i>Desirable</i>	<i>How to be achieved</i>
<i>Degree, NVQ or GCSE qualifications or you 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>

	<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>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>

