



Enabling churches to house the homeless

Church and Tenant Empowerment Worker Job Description

Job title:	Church & Tenant Empowerment Worker
Responsible to	Warrington Team Lead
Internal working relationships:	Trustees and volunteers Partner Church congregation and volunteers Hope into Action Warrington Team Hope into Action Support Centre staff Other line managed teams Wider Hope into Action network
External working relationships:	Local Authority Referring agencies Supporting agencies Wider church

Job Purpose

Tenant Empowerment

- To support, empower and lead tenant journeys, starting with referral and finishing with move-on
- To ensure tenants are fully aware of the rules, boundaries and consequences of their actions
- To encourage tenants to manage their tenancies and build positive relationships
- To give advice and signpost to other agencies when necessary
- To work alone when necessary, in accordance with our Lone Working Policy
- Conduct, report and update tenant Risk Reduction Plans (RRPs) and Personal Development Plans (PDPs)

Partner Church Empowerment

- To keep Partner Church volunteers enthused and equipped for their roles
- To support Partner Church volunteers to fulfil their roles
- To keep the Partner Church informed and keep the project in the congregation's prayers
- To speak at Church services and help raise awareness of Hope Into Action
- To assist with seeking opportunities to get new Churches into partnership
- To pray with the Partner Church and Partner Church volunteers



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Main Tasks

Administrative

- Lead the assessment and referral process of potential tenants
- Lead the case work for each tenant
- Complete relevant paperwork as you journey alongside tenants and Partner Church volunteers
- Make guided decisions around disciplinary measures required for tenants
- Keep relevant paperwork and files up to date and compliant with relevant legislation
- Write end of month reports for Line Manager

Empowerment – Tenants and Churches

- Empower tenants to reach their full potential and successfully move on from our house.
- Meet and maintain house occupancy levels and understand house finances
- Ensure that all tenants meet their financial obligations to Hope into Action.
- Ensure new tenants set up regular rent and personal charge electronic payments (where possible) and retain oversight concerning ongoing payments, delivering warnings and plans for repayments should arrears arise.
- Fill in monthly outcome reports and produce casework notes for all tenants
- Be the main source of advocacy for all tenants
- Liaise between organisations to ensure that tenants do not miss crucial appointments
- Attend tenant casework review meetings and staff supervision meetings
- To move on tenants and evict where necessary adhering to relevant processes and policies. Deliver the relevant eviction paperwork and work with line management if court proceedings are required.
- To complete the relevant paperwork and deliver all levels of warnings and disciplinaries to tenants when appropriate, whilst remaining accountable to line management and church partners.
- Train and support Partner Church volunteers
- Lead on communication between Partner Church volunteers and Hope into Action
- Contribute to Partner Church newsletters and prayer updates

Spiritual Leadership

- Devote time in prayer with tenants, Partner Church, the Hope into Action team.
- Partake and lead in spiritual events when required (such as away days, church events)
- Share ideas with Team Lead /Line Manager for wider prayer/church awareness
- Work with the Team Lead /Line Manager to plan personal spiritual retreat days

Other

- Maintain and strengthen current systems offering suggestions for improvement where required
- Attend away days, spiritual retreats, Teams meetings, training days and other events
- Identify training opportunities for yourself
- Assist with other work, events or situations as needed.
- Be responsible for booking holiday entitlement and TOIL accrued

General role

- You will need a flexible and professional approach.
- Occasional evening and weekend work may be required given the vulnerability of some of our tenants.
- Higher pay band for those who reach required experience
- To lone work when necessary
- This post requires an Enhanced DBS check with barred lists

Terms & Conditions

1. Hours of Work: 16 hours per week – flexibility to spread across the week to suit tenants and attend franchise meetings.
2. Salary – £12,000 per annum
3. Annual Leave – 12 days per annum.
4. Sickness Leave – as per the agreed policy.
5. Pension – Group Personal Pension Plan: 10% employer's contribution.
6. Maternity & Paternity Leave - Hope into Action gives maternity and paternity leave as per the agreed policy.

EW Person Specification

ESSENTIAL

Experience

- Experience working with adults in a vulnerable position.
- Knowledge and understanding of safeguarding issues
- Experience of assessing and managing risk.

Skills / Abilities

- Ability to listen actively, empathise and act accordingly without judgement or prejudice.
- Ability to sustain, develop and evaluate individually tailored support programmes.
- Keen to network and build relationships both in Secular and Christian contexts.
- Ability to lead and partake in prayer / thanksgiving / worship events and demonstrate sympathy with the Christian faith
- Passionate about the mission and values of Hope into Action
- Great verbal communicator e.g. presenting well at a church, being advocate for tenants.
- Proficient at various methods of formal and informal communication e.g. over phone, email, in meetings etc. with agencies, churches, staff and a wide range of people.
- Proficient with Microsoft Office, Word, Excel, Outlook and PowerPoint.
- Ability to work under pressure and consistently deliver a high quality of service
- Able to relate with the team, but also able to work alone, take initiative and manage and prioritise a diverse workload
- Quick learner, well organised and able to adapt quickly to changing situations.
- Flexible approach to working with a variety of individuals
- Ability to sustain, develop and evaluate working practises and personal style.

DESIRABLE

Qualifications

- Relevant degree or NVQ level 3 or 6
- GCSE English

Experience

- Experience working with the homeless and/or vulnerable.
- Experience and/ or knowledge of working with other similar support and housing agencies

Skills / Abilities

- Experience and/ or knowledge of supporting other tenant groups with which you would be working e.g. refugees, ex-offenders, families, asylum seekers etc.
- Confident approaching Church leaders with ability to motivate, inspire and build a team of church volunteers
- Able to express a heart and vision for how the church effectively serves those facing deprivation and low aspirations in ways which co-develop programmes to build community and total wellbeing
- A driving licence or ready access to public transport