

Hope into Action Reading

Church and Tenant Empowerment Worker Job Description

Job title:	Church & Tenant Empowerment Worker
Responsible to:	Franchise Manager
Internal working relationships:	Hope into Action Reading team including Franchise Manager, other Empowerment Workers, trustees and volunteers Partner Church congregation and volunteers Hope into Action UK Support Centre staff 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 and Personal Development Plans

Partner Church Empowerment

- To be a strong Christian witness and presence with all you work with
- 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 assist with seeking opportunities to get new Churches into partnership
- To pray with the Partner Church and Partner Church volunteers

Main Tasks

Spiritual

- Devote time in prayer to tenants, Partner Church, and Hope into Action.
- Partake and lead in prayer sessions when required
- Contribute to Partner Church newsletters and prayer updates
- Share ideas with Franchise Manager for wider prayer/church awareness
- Work with the Franchise Manager to plan personal spiritual retreat days

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

Empowerment

- Empower tenants to reach their full potential and to 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 Reading
- 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
- Support Partner Church volunteers
- Lead on communication between Partner Church volunteers and Hope into Action Reading
- Attend tenant casework review meetings and staff supervision meetings

Other

- Maintain and strengthen current systems offering suggestions for improvement where required
- Attend away days, spiritual retreats, Zoom and 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

Terms and conditions.

- The position is for 16 – 40 hours a week. We are considering applicants for a part-time or full-time position depending on skill set / experience. If part-time, there will be opportunity for hours to increase in future.
- Occasional evening and weekend work may be required given the vulnerability of some of our tenants
- The salary is £22,500 - £26,000 per annum pro rata depending on experience
- This post has 25 days of annual leave pro rata. Bank holidays are in addition.
- Sickness; maternity, paternity and adoption leave; and pension plan are outlined in our staff contract
- The post requires an Enhanced DBS check

Person Specification

Skill	Essential	Desirable	Useful
Ability to lead and partake in Christian prayer and events.	✓		
Experience working with the homeless and/or vulnerable.		✓	
Ability to actively listen, empathise and act accordingly without judgment or prejudice.	✓		
NVQ Level 3 in Information, Advice and Guidance.			✓
Relevant degree or NVQ 6 equivalent		✓	
Experience and/ or knowledge of working with other similar support and housing agencies.		✓	
Experience and/ or knowledge of supporting refugees, migrants and asylum seekers.			✓
2 years or more relevant paid experience working with the homeless or vulnerable		✓	
Experience working with adults in a vulnerable position.	✓		
Ability to sustain, develop and evaluate individually tailored support programmes.	✓		
Ability to sustain, develop and evaluate working practices and personal style.	✓		
Self-motivation and initiative plus a good work ethic and ability to encourage.	✓		
Keen team player with ability to work independently when required.	✓		

Quick learner and able to adapt quickly to changing situations.	✓		
An interest in current political, social & financial developments which may affect the lives of our tenants.			✓
Keen to network and build relationships both in secular and Christian contexts.		✓	
A clear understanding of safeguarding issues and ability to assess and manage risk.	✓		
Good organisation skills with ability to learn and adapt systems.	✓		
Excellent written and verbal communicator with computer literacy.	✓		
Flexible approach to working with a variety of individuals	✓		
A current driving licence.		✓	
Experience working ecumenically or with a range of Christian denominations.		✓	
Confidence approaching Church and organisation leaders.		✓	