

## Hope into Action Reading

### Church and Tenant Empowerment Worker Job Description

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| <b>Job title:</b>                      | Church & Tenant Empowerment Worker  |
| <b>Responsible to:</b>                 | Franchise Manager   |
| <b>Internal working relationships:</b> | Hope into Action Reading team including Franchise Manager, other Empowerment Workers, trustees and volunteers<br>Partner Church congregation and volunteers<br>Hope into Action UK Support Centre staff<br>Wider Hope into Action network |
| <b>External working relationships:</b> | Local Authority<br>Referring agencies<br>Supporting agencies<br>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 hours a week, with opportunity to increase hours in future
- Occasional evening and weekend work may be required given the vulnerability of some of our tenants
- The salary is £22,000 - £25,000 per annum pro rata depending on experience
- This post has 20 days of annual leave pro rata in the first year and 25 days pro rata thereafter. 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.                          | ✓         |           |        |

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| 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.  |   | ✓ |   |