
Church and Tenant Empowerment Worker Job Description

Job title: Church & Tenant Empowerment Worker

Responsible to: City Co-ordinator (role currently shared between two part time members of staff)

Job Purpose

To empower tenants to build positive relationships, reach their full potential and successfully move on from our houses, and to empower partner churches to build friendships with and provide support to tenants.

Main Tasks

Partner Church Empowerment

- Keep the partner church volunteers enthused and equipped for their roles.
- Keep the partner church informed about the project, keeping the project in the congregation's prayers.
- Train and support partner church volunteers (the Friendship and Support group).
- Liaise with the partner church's safeguarding lead to ensure volunteers are recruited, trained and checked as necessary.
- Ensure that Friendship and Support Group meetings are documented and stored in the appropriate place.
- Speak at church services and help raise awareness of Hope into Action.

Tenant Empowerment

- Lead the assessment and referral process of potential tenants.
- Conduct, report and update tenant Risk Reduction Plans (RRPs) and Personal Development Plans (PDPs).
- Support tenants working towards the goals identified in their PDPs.
- Ensure tenants are fully aware of the rules, boundaries and consequences of their actions.
- Lead on communicating with tenants about their financial obligations to Hope into Action, setting up regular rent and personal charge, have oversight of ongoing payments, delivering warnings and plans for repayments should arrears arise.
- Make guided decisions around disciplinary measures required for tenants, completing relevant paperwork, whilst remaining accountable to line management.
- Move on tenants and evict where necessary, adhering to relevant processes and policies.
- Advocate for tenants and signpost them to other agencies when necessary.

Spiritual Responsibilities

- Pray with the partner church and the local Hope into Action and wider network teams.
- Partake and lead in spiritual events when required.

Administrative and other

- Produce monthly reports for line manager and contribute to reports for trustees and investors.

- Keep case work notes for all tenants.
- Keep paperwork and files up to date and compliant with relevant legislation.
- Conduct monthly property checks and keep records up to date.
- Work to meet and maintain house occupancy levels and understand house finances.
- Attend away days, spiritual retreats, online meetings, training days and other events.
- Assist with other work, events or situations as needed.

Internal working relationships:

Tenants of HIA: Hinckley and Coventry houses
Partner Church congregation and volunteers
Hope into Action: Coventry Team and Trustees
Hope into Action UK Support Centre staff
Wider Hope into Action network

External working relationships:

Local Authority
Referring agencies
Supporting agencies
Wider church

Notes and Requirements

- There is a genuine occupational requirement for the post holder to be a Christian.
- Pay is related to experience and qualifications.
- Occasional evening and weekend work may be required given the vulnerability of some of our tenants.
- Lone working will be necessary, to be done in accordance with our Lone Working Policy.
- This post requires an Enhanced DBS check with barred lists.

Person Specification

Essential

Qualifications

- Minimum of English and Maths at GCSE level 9-5/A*-C or equivalent

Experience

- At least 1 year's experience working with vulnerable adults in a paid or unpaid capacity
- Knowledge and understanding of safeguarding issues.
- Experience of assessing and managing risk.

Skills / Abilities

- A flexible and professional approach
- Ability to listen actively, empathise and act accordingly without judgement or prejudice.
- Ability to develop, sustain and evaluate individually-tailored support programmes.
- Ability to network and build relationships with external partners (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.
- Highly 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.
- Good organisation skills with ability to learn and adapt systems.
- A driving licence or ready access to public transport.

Desirable

Qualifications

- Relevant degree or NVQ level 3 or 6.

Experience

- Experience and/or knowledge of working with other similar support organisations or housing agencies.

Skills / Abilities

- Experience and/or knowledge of supporting tenant groups with which you would be working e.g. homeless, refugees, ex-offenders, families, asylum seekers etc.
- Experience in motivating, inspiring and building a team of church volunteers.
- Ability to communicate Hope into Action's mission and purpose to the church and convey the values of the organisation in a way that inspires church members to take practical action.