
Church and Tenant Empowerment Worker Job Description

Job title: Church & Tenant Empowerment Worker

Responsible to: Franchise Manager (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.

Position Overview

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
- Complete relevant paperwork

Partner Church Empowerment

- To keep Partner Church volunteers enthused and equipped for their roles and take responsibility with regard to new volunteer recruitment and retention
- 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

Responsibilities and Tasks

Administrative

- Lead the assessment and referral process of potential tenants
- Lead the case work for each tenant
- Conduct, report and update tenant Risk Reduction Plans (RRPs) and Personal Development & Support Plans (PDSPs)
- Keep relevant paperwork and files up to date and compliant with relevant legislation
- Remain accountable to Franchise Managers through written and verbal communication
- Ensure tenant finances are reviewed and any arrears are addressed promptly and in accordance with policy

Empowerment – Tenants and Churches

- Empower tenants to reach their full potential and successfully move on from our house.
- To seek out, take initiative and assess tenant referrals and ensure all team voids are filled in line with targets
- Produce regular field notes for all tenants and meet all paperwork expectations via our EMPOWER platform
- Be the main source of advocacy for all tenants
- Liaise between organisations to ensure that tenants do not miss crucial appointments
- Ensure that all tenants meet their financial obligations to Hope into Action.
- Make guided decisions around any disciplinary measures or safeguarding that arise for tenants, with support of Franchise Managers and Safeguarding Lead, and adhering to policy and procedures
- Lead on communication between Partner Church volunteers and Hope into Action
- Contribute to newsletters and prayer updates
- Work with churches to encourage fundraising and financial giving to Hope into Action
- Consider ways to connect different church partners and strengthen relationships between volunteers

Spiritual Leadership

- Devote time in prayer for tenants, partner churches and the Hope into Action Network
- Partake and lead in spiritual events when required (such as away days, morning prayers, church events etc)

Other

- Attend staff meetings, 1-2-1 supervisions and Reflective Practice support as necessary
- 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 in accordance with our team ethic
- Conduct monthly property checks and report any maintenance issues

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

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 have an active 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.
- 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.