



Enabling churches to house the homeless

Church and Tenant Empowerment Worker Job Description

Job title:	Church & Tenant Empowerment Worker
Responsible to	City Coordinator
Internal working relationships:	Trustees and volunteers Partner Church congregation and volunteers Hope into Action City Team Hope into Action Support Centre staff Other line managed city 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, advocate for, and signpost to other agencies when necessary

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



Enabling churches to house the homeless

Main Tasks

Administrative

- Lead the assessment and referral process of potential tenants
- Lead the case work for each tenant
- Keep relevant paperwork and files up to date and compliant with relevant legislation
- Write end of month reports for Line Manager
- Conduct Monthly Property Checks, oversee maintenance tasks

Empowerment

- Conduct, report and update tenant Risk Reduction Plans (RRPs) and Personal Development Plans (PDPs)
- Meet and maintain house occupancy levels and understand house finances
- Ensure that all tenants meet their financial obligations to Hope into Action
- Produce casework notes for all tenants
- Make guided decisions around disciplinary measures required for tenants
- Liaise between organisations to ensure that tenants do not miss crucial appointments
- Train and support Partner Church volunteers
- Lead on communication between Partner Church volunteers and Hope into Action
- Attend tenant casework review meetings and staff supervision meetings
- To answer the 'out of hours phone' as part of the out of hours rota

Spiritual Leadership

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

Other

- Maintain and strengthen current systems offering suggestions for improvement where required
- Attend away days, spiritual retreats, online 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
- To lone work when necessary accordance with our Lone Working Policy

Notes and Requirements

- There is an occupational requirement for post holder to have a committed Christian faith.
- Higher pay band for those who reach required experience
- This post requires an Enhanced DBS check with barred lists

Person Specification

	ESSENTIAL	DESIRABLE	USEFUL
Personal Qualities	<ul style="list-style-type: none"> • People focused • Team player • Approachable • Encouraging • Self-motivated • Patient • Ability to ask for help and support 		<ul style="list-style-type: none"> • An interest in current political, social & financial developments which may impact the lives of our tenants
Skills/Abilities	<ul style="list-style-type: none"> • Ability to actively listen, empathise and act accordingly without judgement or prejudice. • Ability to develop, sustain and evaluate individually tailored support programmes. • Relationship building & networking skills. • Excellent written and verbal communicator. • Proficient with Microsoft Office and Windows 10. • Ability to work under pressure and consistently deliver a high quality of service. • Quick learner and able to adapt quickly to changing situations. • Flexible approach to working with a variety of individuals. • Good organisation skills with ability to learn and adapt systems. • Ability to sustain, develop and evaluate working practises and personal style. • Able to lone work effectively. 	<ul style="list-style-type: none"> • Confident approaching Church leaders. • Keen to network and build relationships both in Secular and Christian contexts. • Ability to lead and partake in prayer / thanksgiving / worship events. • As a key role the post holder must demonstrate their sympathy with the Christian faith and the mission and values of HIA. • 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 current driving licence. 	
Experience	<ul style="list-style-type: none"> • Experience working with adults and families in a vulnerable position. • A clear understanding of safeguarding issues. • Capability to assess and manage risk. 	<ul style="list-style-type: none"> • Experience working with the homeless and/or vulnerable. • Experience and/ or knowledge of working with other similar support and housing agencies. • Experience writing reports. 	<ul style="list-style-type: none"> • Experience and/ or knowledge of supporting refugees, migrants and asylum seekers. • 2 years or more relevant paid experience working with the homeless or vulnerable.
Qualifications		Relevant degree or NVQ 6 equivalent.	<ul style="list-style-type: none"> • NVQ Level 3 in Information, Advice and Guidance.