



NORWICH

Enabling churches to house the homeless

Church & Tenant Empowerment Worker Job Description

Job title: Church & Tenant Empowerment Worker

Location: Norwich

Responsible to: Norwich Team Lead

Internal Working Relationships

- Norwich Team
- Trustees and volunteers
- Partner church congregation and volunteers
- Network Administrators
- Support centre
- Other line managed city teams
- Wider Hope into Action network

External Working Relationships

- Local Authority
- Referring agencies
- Supporting agencies
- Wider Church
- Maintenance contractors

Job Purpose

Tenant Empowerment

- To support, empower and lead tenant journeys, from referral to 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 (RRPs) and Personal Development Plans (PDPs)
- To answer the 'out of hours phone' as part of the out of hours rota

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

Essential Job Functions

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
- Complete monthly property reports
- Write end of month reports for Norwich Team Lead
- Complete Investor reports when required

Empowerment – Tenants and Churches

- Empower tenants to reach their full potential and 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.
- Ensure new tenants set up regular rent and personal charge electronic payments (where possible) and retain oversight concerning ongoing payments, delivering warnings and plans for repayments should arrears arise.
- Produce weekly 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
- Attend tenant casework review meetings and staff supervision meetings
- To move on tenants and evict where necessary adhering to relevant processes and policies. Deliver the relevant eviction paperwork and work with line management if court proceedings are required.
- To complete the relevant paperwork and deliver all levels of warnings and disciplinaries to tenants when appropriate, whilst remaining accountable to line management and church partners.
- Train and support Partner Church volunteers
- Lead on communication between Partner Church volunteers and Hope into Action
- Contribute to Partner Church newsletters and prayer updates

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)
- Share ideas with the Team Lead for wider prayer/church awareness
- Work with the Team Lead to plan personal spiritual retreat days

Other

- Maintain and strengthen current systems offering suggestions for improvement where required
- 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, such as annual Fundraising events and networking opportunities
- 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.
- Higher pay band for those who reach required experience
- To lone work when necessary
- This post requires an Enhanced DBS check with barred lists
- As a key role within Hope into Action the post holder must demonstrate their sympathy with the Christian faith and the mission and values of the organisation

Person Specification

ESSENTIAL Experience

- Experience working with adults in a vulnerable position
- A clear understanding of safeguarding issues
- Capability to assess and manage risk.

Skills/Abilities

- Ability to actively listen, empathise and act accordingly without judgement or prejudice
- Ability to sustain, develop and evaluate individually tailored support programmes
- Keen to network and build relationships both in Secular and Christian contexts
- Ability to lead and partake in prayer / thanksgiving / worship events
- Passionate about the mission and values of Hope into Action
- Great verbal communicator e.g. presenting well at a church, being advocate for tenants.
- 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 PowerP
- 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 team player and able to lone work effectively
- Ability to sustain, develop and evaluate working practices and personal style
- Good organisation skills with ability to learn and adapt systems

Personal qualities

- People focused
- Team player
- Approachable
- Encouraging
- Self-motivated
- Patient
- Great interpersonal and communication skills
- Ability to ask for help and support

DESIRABLE Qualifications

- Relevant degree or NVQ 6 equivalent

Experience

- Experience working with the homeless and/or vulnerable
- Experience and/ or knowledge of working with other similar support and housing agencies
- Experience writing reports

Skills/Abilities

- 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
- Confident approaching Church leaders with ability to motivate, inspire and build a team of church volunteers

USEFUL

Qualifications

- NVQ Level 3 in Information, Advice and Guidance

Experience

- Experience and/ or knowledge of supporting refugees, migrants and asylum seekers.
- 2 years or more relevant paid experience working with the homeless or vulnerable

Personal qualities

- An interest in current political, social & financial developments which may impact the lives of our tenants

TERMS & CONDITIONS

1. Hours of Work - 18 hours per week with a flexible and professional approach. Some hours may need to be worked in the evenings and at weekends. A firm commitment to this is required given the needs and vulnerability of the tenants.
2. Salary – £24,931 per annum pro rata (currently under review)
3. Annual Leave – 25 days per annum + bank holidays and Christmas days on a pro rata basis
4. Permanent contract
5. Pension – Group Personal Pension Plan
6. Maternity & Paternity Leave - Hope into Action gives maternity & paternity leave as per the agreed policy.