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**Job Advert**

**Resettlement Worker**

The Booth Centre is an innovative, advice and activity-based day centre for people who are homeless or at risk of homelessness in Manchester. People who attend the Centre are centrally involved in the planning, evaluation, and delivery of the service. The Centre is recognised nationally as a beacon of best practice.

Our Advice team supports people who may be sleeping rough to move off the streets and for them and other people who are homeless or at risk of homelessness to find supported and permanent accommodation or to reconnect to family or friends within the UK or Europe.

We also link people into health and other support service surgeries which run regularly at the Centre. We aim to assist people to build positive social networks and to find a purpose which will take them away from street-based lifestyles and improve their quality of life. We have an open-door café, an Arts Programme, a Sports and Wellbeing Programme and an Employment and Skills Programme which run alongside our Advice and Support Hub.

We are looking to employ an experienced Resettlement Worker for an exciting new project, focussed on the individual, their goals and aspirations, assisting them to establish a more fulfilling lifestyle, whatever that means for them. We are looking for someone who is experienced in working closely with people living with complex issues. The right person for the role will be positive, enthusiastic, reliable, energetic, flexible and proactive. This role will be demanding and requires real commitment and resilience from the person appointed.

Applications from people who can speak an Eastern European language would be welcome, as would people with personal experience of homelessness, but these are not essential requirements. We welcome applications from the whole community.

**Salary:** £24,799 - £25,801 + 10% pension

**Closing Date for Applications:**

Friday, 2nd August, 2019 - 12noon

**Visit date:** Monday, 12th August, 8am to 1pm

**Formal Interview Date:** Tuesday. 13th August, 2019

The successful applicant will be subject to an enhanced DBS check

An application pack can be downloaded from our website [www.boothcentre.org.uk/jobs](http://www.boothcentre.org.uk/jobs)

**Booth Centre Resettlement Worker – Background Information**

Thank you for your interest in our current vacancy. We are looking to recruit an experienced and skilled Resettlement Worker to a new project which has been funded for 5 years.

The role will involve:

1. Direct working with people inside and outside the Centre, which will include lone working. Aspects of the role will be:

* Building relationships with people who have been identified as appropriate for the service and who would like to work on positive change in their lives, with support
* Meeting people in the Centre who have identified that they want to secure permanent accommodation and talking to them to assess if they are ready for independent living and what support they would need to maintain a tenancy.
* Working with people to ensure they are central to identifying a tenancy, supporting them to secure and start this tenancy.
* Supporting individuals to maintain their tenancy, make it into a home and help them to reach other goals which they identify.
* Ensuring individuals have the support they need from other services to enable them to maintain the tenancy, turn it into a home and to establish a good quality of life.

1. Building up a pool of landlords who are willing to provide good quality, affordable tenancies to people we refer:

* Finding, contacting and meeting with prospective landlords.
* Establishing and maintaining good relationships with landlords who are willing to provide good quality accommodation at an affordable rent.

1. Monitoring and evaluation of the project and feeding in learning to the good practice toolkit and events that we will be producing as part of the larger *Safer Homes For All* project.

**Benefits – a great place to work**

We look forward to welcoming a new team member and are delighted to offer lots of opportunity, including the following:

* 25 days holiday (increasing to 30 days after the third year of continuous service) plus bank holidays
* Significant opportunities for learning, training and development, both in house and externally
* Being a valued member of a well-respected team
* A working environment in which team members can flourish and affect real change
* Investment in staff as assets to the organisation
* Involvement in shaping new creative ways of working

We are proud of our reputation as an innovative, ground breaking service recognised nationally for good practice. We live our values and work hard to make a difference, alongside the people attending the centre. We have a dynamic, creative & welcoming team, committed to learning from one another and achieving our team potential.

The core working hours are Monday to Friday 8am to 4pm, although there may be some work outside these hours to support people who are in employment with time off in lieu. We anticipate that this would be a maximum of one later evening per week.

We offer 25 days holiday + bank holidays, rising to 30 days after 3 years. We pay 10% pension contribution for people who opt into the pension scheme. A car is essential for this role as you will be visiting people in their own tenancies which may be spread out around the city. We pay a car users allowance.

The Booth Centre is run in partnership with the people who visit the Centre and this key value runs throughout the service. We will be looking to a recruit a worker who would embrace this way of working and have a strengths-based approach. One aspect of this is to have lunch with people in the Centre, when this doesn’t conflict with other appointments, which is something that our staff do.

We are not looking for someone with specific qualifications such as social work; we are looking for someone with experience of supporting people who are homeless to secure and maintain tenancies. As the Booth Centre has a clear policy around partnership working and delivering the service with people who use the Centre, having experience of volunteering or working with volunteers is also essential.

We would welcome applications from people who can speak an Eastern European language or Russian, as well as having excellent English, as 20% of people using the Booth Centre are from Eastern Europe. We would also welcome applications from people who meet the person specification but also have a personal experience of homelessness. However, these are not requirements.

The closing date for applications is 23rd June, 2019 at midday. We have a two part interview process. Shortlisted candidates will be required to spend a morning in the centre, from 8am to 1pm on 1st July. The aim of this is for the candidates to see the centre in operation and to talk informally to the people who use the centre, volunteers and staff. There will be an informal interview by people who come to the Centre during the morning and also a short computer test. This is all part of the selection process. The formal interviews will be held on 2nd July.

**Booth Centre, Resettlement Worker Job Description**

Job Title Resettlement Worker

Salary £24,799 - £25,801 (NJC Pt 19 – 21)

Pension 10% contribution

Hours 40 Hours per week

Responsible to Advice Hub Co-ordinator

Responsible for volunteers/social work students and peer mentors

**Main Tasks**

To enable 25 people a year to secure permanent accommodation and help them to establish & sustain their tenancy, making it into a home and to have a good quality of life.

**1 to 1 work**

1. To be able to establish and see the value of an honest, open, working relationship with individuals living with long-term, complex issues.
2. To utilise and see the value of an asset based approach to working with individuals.
3. To work with people who would like a permanent home to secure and maintain a tenancy of their own.
4. To support, encourage and motivate people to work towards short term goals which support their long-term aspirations.
5. To carry out assessments, deliver appropriate interventions and make appropriate referrals to ensure that they have all the support they need in place
6. To accompany people to viewings, sign ups and other appointments and carry out regular home visits.
7. To liaise with and build positive, sustainable relationships with landlords and other key agencies in order to provide an holistic support network around the individual.

**Monitoring and evaluation**

1. To involve the individual, where possible, in feedback and evaluation of the project
2. To carry out all the project admin, including keeping accurate case records, recording and monitoring outcomes and keeping accurate financial records
3. To deliver on the agreed targets
4. To assist with the evaluation and planning process, which includes working with people who use the service to input into the good practice tool kit and events which form part of this project.
5. To produce reports as requested

# Operation of the Centre

1. To assist in the running of the centre and the programme of work, particularly;

* To ensure the safety & security of the people who attend the centre, volunteers and staff.
* To ensure health and safety and hygiene standards are adhered to.
* To ensure that the centre is run in accordance with polices and guidelines.

**General**

1. To attend regular supervision sessions and staff meetings
2. To attend other meetings and training as requested by your line manager or the CEO
3. To undertake any other duties as requested by your line manager or the CEO
4. To carry out the above duties in accordance with the centre’s Vision, Mission and Values following policies and to show commitment to equality of opportunity.

**Booth Centre, Project Worker Person Specification**

# Skills and Knowledge

* Excellent customer service skills
* Excellent verbal and written communication skills
* A well-established ability to work with people to help them to achieve their goals
* A well-developed understanding of person centred working, with an assets based approach to the individual
* A commitment to the journey of the individual
* An ability to be invested in the person, whilst maintaining clear boundaries
* A working knowledge of homelessness legislation, welfare benefits, support service and safeguarding.
* A good ability to organise and prioritise workload under your own volition
* A good ability to work as part of a team, with an awareness of helping the whole team to achieve
* Competent computing skills, including word-processing and ability to use windows applications, including spread sheets and data bases
* An established understanding of the principles of equal opportunities
* Commitment to the centre’s Vision, Mission and Values and willingness to work within policies and guidelines

# Experience

* At least 2 years’ experience of supporting people who are homeless to access and maintain permanent accommodation.
* Experience of working from a strengths-based perspective
* Experience of working with people to plan, deliver and evaluate the services which they use
* Experience of motivating and empowering people to make positive changes in their lives
* Experience of volunteering and/or managing and supporting volunteers
* Experience of working with people whose first language is not English
* Experience of working under pressure and dealing with challenging and sometimes aggressive behaviour

# Work Related Circumstances

* A car and a clean drivers licence is essential
* Willingness to work the core hours (Monday to Friday 8am to 4pm) and to work up to one evening a week if needed with time off in lieu
* Commitment to be punctual and reliable
* Commitment to undertake practical tasks including cleaning as required
* Willingness to undertake lone working

**Application for employment**

Post: Resettlement Worker

Closing Date: 2nd August 2019, midday

Applications should be emailed to [kate@boothcentre.org.uk](mailto:kate@boothcentre.org.uk) and receipt will be acknowledged if you are short listed. Unfortunately, we are unable to provide feedback to any unsuccessful applicants, due to admin constraints. You may be

asked to sign the completed application at interview.

**Personal Information**

|  |  |
| --- | --- |
| **Surname** |  |
| **Other Names** |  |
| **Address**  **where we can write to you** |  |
| **Contact Telephone numbers**  **Daytime**  **Home** |  |
| **Email address** |  |

**2. Qualifications**

Please give details of your qualification (Academic and /or professional)

|  |  |  |
| --- | --- | --- |
| **Date** | **Qualifications** | **Level** |
|  |  |  |

**3. Employment History**

Please give details of past and present work. This can be paid work, voluntary work or work at home. Start with the most recent.

|  |  |  |
| --- | --- | --- |
| **Details**  **Including employer, job title, main areas of work and reason for leaving.** | **From** | **To** |
|  |  |  |

**4. Training**

Please give details of any training you have undertaken – including short courses.

|  |  |
| --- | --- |
| **Date** | **Details** |
|  |  |

**5. Start Date**

|  |  |
| --- | --- |
| **When would you be available to start?** |  |

**6. Supporting Information**

Please use this space for additional information in support of your application. Try to show how you meet the criteria outlined in the person specification & also take this opportunity to demonstrate your understanding of what would be required of you personally to effectively carry out this role. You may make this section a maximum of 2 A4 pages (any additional information will be deleted before it is given to the selection committee), minimum font size 10.

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## **References**

Please give the names and addresses of two people to whom references can be made. Please indicate the capacity in which they know you. One referee **must** be your present or last employer and ideally, both reference would be professional ones. References will be taken up for all short listed applicants before the interviews.

|  |  |
| --- | --- |
| **Name** |  |
| **Address** |  |
| **Telephone No.** |  |
| **Email address** |  |
| **Relationship to you** |  |

|  |  |
| --- | --- |
| **Name** |  |
| **Address** |  |
| **Telephone No.** |  |
| **Email address** |  |
| **Relationship to you** |  |

**8. Criminal Record**

This post is subject to an enhanced DBS check as it will involve work with vulnerable adults. Disclosure of convictions will not automatically discount you from interview or appointment.

|  |  |
| --- | --- |
| **Do you have any convictions?** |  |
| **If yes** – please attach a file marked “Amanda Croome - private and confidential” detailing the convictions(s) together with any information which you believe relevant and attach it with your completed application form. | |

**9. Declaration**

I confirm that the information given on this form is true and correct to the best of my knowledge and belief.

|  |  |  |  |
| --- | --- | --- | --- |
| **Signed** |  | **Date** |  |