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**Job Advert**

**The Booth Centre, 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 use 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 sleep 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 help 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 positive, enthusiastic, reliable, energetic, flexible and proactive.

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.

**Salary:** £21,589 - £22,911 + 10% pension

**Closing Date for Applications:**

23rd June 2019 - 12noon

**Visit date:** 1st July, 8am to 1pm

**Formal Interview Date:** 2nd July

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)

This post is funded by Comic Relief

**Booth Centre Resettlement Worker – Background Information**

Thank you for your interest in our current vacancy. We are looking to recruit an experience Resettlement Worker to a new project which has been funded for 5 years by Comic Relief.

The role will involve:

1. Direct work with people inside and outside the Centre, which will include lone working:

* Building relationships with people who have been identified 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 identify, secure and start a tenancy.
* Supporting people to maintain their tenancy, make it into a home and help them reach other goals that they identify.
* Ensuring people have support they need from other services to enable them to maintain the tenancy, make it into a home and to have a good quality of life.
* Finding and maintaining good relationships with landlords who are willing to provide good quality accommodation at an affordable rent.

1. Building up a pool of landlords who are willing to provide good quality, affordable tenancies to people we refer.
2. 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.

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 £21,589 - £22,911(equivalent to NJC pt. 12-15)

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 maintain their tenancy, make it into a home and have a good quality of life.

**1 to 1 work**

1. To work with people who would like to secure a permanent home to enable them secure and maintain a tenancy.
2. To support, encourage and motivate people to work towards short term goals which support their long-term aspirations.
3. To carry out assessments, deliver appropriate interventions and make appropriate referrals to ensure that they have all the support they need in place
4. To accompany people to views and other appointments and conduct home visits
5. Liaise and build positive relationships with landlords and other key agencies

**Monitoring and evaluation**

1. To carry out all the project admin, including keeping accurate case records, recording and monitoring outcomes and keeping accurate financial records
2. To deliver on the agreed targets
3. 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.
4. To produce reports as requested

# Operation of the Centre

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

* To ensure the security of the people who use the centre, volunteers, staff and the centre.
* 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
* Ability to work with people to help them to achieve their goals
* A working knowledge of homelessness legislation, welfare benefits, support service and safeguarding.
* Ability to organise and prioritise work
* Ability to work as part of a team
* Computing skills, including word-processing and ability to use windows applications, including spread sheets and data bases
* An 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 evaluation the services that 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
* 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 and to be punctual and reliable
* Willingness to undertake practical tasks including cleaning as required
* Willingness to undertake lone working

**Application for employment**

**Post: Resettlement Worker**

**Closing Date: 23rd June, 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 you will be asked to sign the application at the 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. Please include relevant personal experience that would help you to fulfil 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 size11pt.

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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. References will be taken up for all short listed applicants before the interviews.

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| --- | --- |
| **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.

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| --- | --- |
| **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.

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