

Job Description: Hope Housing Worker
Title: Housing Support / Move-on Worker, Maternity Cover
Responsible to: Trustees
Line Managed by Project Co-ordinator

Purpose of the Post:

To deliver a creative and caring service to homeless people, with a view to providing emergency shelter and long term housing solutions, and reducing the damaging effects of homelessness.

Main Duties:

Specific
Tenant Support
Housing Management
Case Work & Move On Support

Generic
Volunteer Support
Networking
Out of Hours Cover
Systems development
Finance
Administration
Personal Development

Additional Tasks

Specific Tasks:

Tenant Support

- to deal with all potential and actual tenants with due consideration and understanding, and with regard to the organisation's Equal Opportunities policy
- to provide tenants with appropriate information and support regarding their tenancies, including housing and other benefits, tenancy agreements, local services and church partners
- to provide support to tenants alongside volunteers from church partners, by providing guidance, training and support as appropriate to church volunteers

Housing Management

- to carry out appropriate housing management functions in relation to Hope Housing properties and tenants. To include
 - ✓ liaising with referring agencies and potential tenants to fill tenancies
 - ✓ rents collection, including housing benefits applications and management
 - ✓ voids management
 - ✓ repairs and maintenance
- in all these functions, to involve church partners, encouraging them to take appropriate levels of responsibility

Case Work & Move-on Support

- to work with clients who have stayed within our hosting scheme to help them access suitable long term accommodation
- to give housing, benefits and employment related advice to clients as appropriate
- To work alongside the project co-ordinator to build up more contacts with private landlords, hostels and other properties providers.
- To help clients for an intensive period of time to ensure a new tenancy is secure and manageable. This may include arranging benefits, accessing furniture or other practical ways to ensure someone can manage a tenancy.

Generic Tasks:

Volunteer Support

- to assist in the delivery of training to volunteers and referral agencies in all aspects of their duties
- to provide support to volunteers from partner churches, including practical resources, information and expenses

Networking

With a view to promoting Hope Housing and gaining volunteer, financial and municipal support

- to work alongside the Project Co-ordinator to establish wide-ranging networks with churches, other projects (Christian and other) and agencies across the city
- to develop working partnerships with referring agencies and accommodation providers

Out of Hours Cover

- to share a on call shift duty with the other Hope Housing workers with the purpose of
 - ✓ providing a back-up service to hosts if necessary during the night
 - ✓ covering phone duties for referrals up to 9pm as agreed

Finance

1) Fundraising

- to organise and deliver fund-raising events
- to promote Hope Housing in the churches and elsewhere with a view to securing financial support

2) Budget monitoring

- ensuring expenses and any petty cash held are well managed and monitored

Administration

- to operate effective administrative systems for the efficient operation of the project, including paper and web-based systems as appropriate
- to carry out any additional administrative tasks as required

Personal Development

- to undertake any training and development opportunities as agreed
- to attend occasional conferences and events related to homelessness and the work of Hope Housing
- to undertake occasional tasks in co-operation with Hope Housing colleagues, as agreed within the context of the management structure, in order to gain additional skills and knowledge relevant and of use to the overall operation of Hope Housing

Additional Tasks:

- to work within the framework of values, ethos, policies and procedures set by the trustees
- to undertake additional tasks and responsibilities at the request of the Trustees and line manager
- to deputise on occasion and as appropriate for other colleagues as agreed with staff and trustees