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**Job Advert**

**Resettlement Worker**

The Booth Centre is an innovative, activities-based community centre run with and for people affected by homelessness.

The Booth Centre provides a warm welcome, an opportunity to belong, to gain a purpose and rebuild lives.  Our programme includes activities such as volunteering, creative projects and sports, as well as training and help to gain employment. We also support people to improve health and wellbeing, to access emergency accommodation, and to secure and maintain a permanent home.

The Centre is run in partnership with the people who attend and they are centrally involved in the planning, evaluation, and delivery of the service. The Centre is recognised nationally as a beacon of best practice.

Our vision is for everyone to have a secure home and the opportunity to have a good quality of life. We work in holistic way to support people who may be street homeless or homeless in other forms (sofa surfing, in temporary, emergency accommodation or unsafe housing situations) or who are at risk of homelessness, to find permanent accommodation and make it into a home. We link people into health and other support services and 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 Arts Programme, a Sports and Wellbeing Programme, an Employment and Skills Programme and a Volunteering Programme which run alongside our Safe Homes Resettlement Programme.

We are looking to employ an experienced Resettlement Worker to run and develop our Safe Homes Resettlement Programme, focussing on the individual, their goals and aspirations, assisting them to establish a more fulfilling lifestyle, whatever that means for them. The right person for the role will be positive, enthusiastic, reliable, energetic, flexible and proactive. We have a team approach to things and this may mean that on occasion you are asked to clean or carry out other tasks not usual to your role. The role will be demanding and requires real commitment and resilience from the person appointed. A full, clean drivers' licence and access to a vehicle, along with appropriate business car insurance are requirements for this role.

We welcome applications from people with personal experience of homelessness, from people who can speak a European Language, as well as speaking excellent English, and from people with a Black, Asian and minority ethnic background as we strive to ensure our staff team is representative of people who attend the Centre, but these are not essential requirements, as we welcome applications from the whole community. All appointments will be made on merit.

**Salary:** £25,481 - £26,511 + 10% pension

**Closing Date for Applications:**

Sunday 21st March 2021 4pm

**In-Person Visit date:** Thursday 25th March, 8.30am to 1pm

**Zoom Interview Date:** Friday 26th March 2021

The successful applicant will be subject to an enhanced DBS check

An application pack can be downloaded from our website https://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, with the ability to manage a busy caseload, to adapt your approach to the need of the individual and to establish and sustain positive relationships.

The role will involve:

1. Working with people inside and outside of 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 and lasting 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, what support they would need to sustain a tenancy.
* Working with people to ensure they are central to identifying a tenancy, supporting them to secure this tenancy.
* Supporting individuals to sustain their tenancy, making it into a home and helping them to reach other goals which they identify.
* Ensuring individuals have the support they need from other services to enable them to sustain the tenancy, turn it into a home and to establish a good quality of life.
* Running a resettlement support group to enable people on the programme to help shape the development of the programme.
* Supporting people to build on their life skills to ensure they know how to contact utility companies, take meter readings, budget, make appointments, shop, etc.
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.
* Making a direct connection between the tenant and the landlord, with a view to that relationship sustaining throughout the tenancy and the tenant taking on more responsibility for that role as they grow in confidence.
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
* 10% pension contribution
* 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 fundamental to the organisation
* Involvement in shaping new and creative ways of working

We are proud of our reputation as an innovative, ground breaking service recognised nationally for good practice. We 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 the occasional evening of weekend.

We offer 25 days holiday (plus bank holidays), rising to 30 days (plus bank holidays) after 3 years. We pay 10% pension contribution for people who opt into the pension scheme. A car is required for this role as you will be visiting people in their own tenancies, which may be spread out around the city. You will be paid a mileage allowance of 45ppm.

The Booth Centre is run in partnership with the people who access the Centre and this key value runs throughout the service. We are looking to recruit a person who will embrace this way of working and who will utilise a strengths-based approach.

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 tenancies and help to create a real home. As the Booth Centre has a clear policy around partnership working and delivering the service with people who access the Centre, having experience of volunteering or working with volunteers is also essential.

We are committed to increasing the involvement of people with experience of homelessness throughout the organisation and therefore encourage applications from people with personal experience of homelessness to apply. We would also welcome applications from people who can speak a European language or Russian, as well as having excellent English, as 20% of people accessing the Booth Centre are European migrants. We welcome applications from members of the Black, Asian and minority ethnic community, as we strive to ensure our staff team is representative of people who attend the Centre. However, these are not essential requirements. We welcome applications from the whole community. All appointments will be made on merit.

The closing date for applications is Sunday 21st March 2021 4pm. We have a two-part interview process. Shortlisted candidates will be required to spend a morning in the Centre, on Thursday 25th March from 8.30am to 1pm. The aim of this is for the candidates to see the Centre in operation and to talk informally to the people who attend the Centre, volunteers and staff. There will be an informal interview by people who access 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 via Zoom on Friday 26th March.

**Booth Centre, Resettlement Worker Job Description**

Job Title Resettlement Worker

Salary £25,481 - £26,511 (NJC Pt 19 – 21)

Pension 10% contribution

Hours\* 40 Hours per week

Responsible to Service Manager

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 the opportunity to establish 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 a strengths-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 a 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 work within the guidelines and policies of the Centre including being able to fulfil the driving requirement of the role.
5. 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.

\*Core hours Monday to Friday 8-4pm with occasional evening or weekend work, with time off in lieu. The Booth Centre opens on Christmas Day and it is an essential requirement for all front-line staff to work on Christmas Day with a day off in lieu.

**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 a strengths-based approach
* 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, procedures 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 running groups
* 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 full, clean drivers' licence and access to a vehicle, along with appropriate business car insurance are requirements
* Willingness to work the core hours and to work the occasional evening or weekend, with time off in lieu
* Willingness to work on Christmas Day
* 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: Sunday 21st March 2021 at 4pm

Applications should be emailed to 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 references 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 “Kate McSweeney - 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** |  |