

Church and Tenant Empowerment Worker Job Description

Job title	Church & Tenant Empowerment Worker
Office	Black Country
Responsible to	Black Country Team Lead /Director
Internal working relationships:	<ul style="list-style-type: none"> • Trustees and volunteers • Partner Church congregation and volunteers • Hope into Action Black Country Team • Hope into Action Support Centre staff • Other line managed teams • Wider Hope into Action network
External working relationships:	<ul style="list-style-type: none"> • Local Authority • Referring agencies • Supporting agencies • Wider church

Job Purpose

1. Tenant Empowerment

- To support, empower and lead tenant journeys, starting with referral and finishing with 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

2. 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

Main Tasks

1. 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
- Write end of month reports for Line Manager

2. 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.
- Fill in monthly outcome reports and produce 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

3. Spiritual Leadership

- Devote time in prayer with tenants, Partner Church, the Hope into Action team.

- Partake and lead in spiritual events when required (such as away days, church events)
- Share ideas with Team Lead/Line Manager for wider prayer/church awareness
- Work with the Team Lead/Line Manager to plan personal spiritual retreat days

4. Other

- Maintain and strengthen current systems offering suggestions for improvement where required
- Attend away days, spiritual retreats, skype meetings, training days and other events
- Identify training opportunities for yourself
- Assist with other work, events or situations as needed.
- Be responsible for booking holiday entitlement and TOIL accrued

5. 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

EW Person Specification

Essential

Experience

- Experience working with adults in a vulnerable position.
- Knowledge and understanding of safeguarding issues
- Experience of assessing and managing risk.

Skills / Abilities

- Ability to listen actively, 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 and demonstrate sympathy with the Christian faith
- 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 PowerPoint.
- Ability to work under pressure and consistently deliver a high quality of service
- Able to relate with the team, but also able to work alone, take initiative and manage and prioritise a diverse workload
- Quick learner, well organised and able to adapt quickly to changing situations.

- Flexible approach to working with a variety of individuals
- Ability to sustain, develop and evaluate working practises and personal style.

Desirable

Qualifications

- Relevant degree or NVQ level 3 or 6

Experience

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

Skills / Abilities

- Experience and/ or knowledge of supporting other tenant groups with which you would be working e.g. refugees, ex-offenders, families, asylum seekers etc.
- Confident approaching Church leaders with ability to motivate, inspire and build a team of church volunteers
- 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 driving licence or ready access to public transport