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|  | HOUSING & RESETTLEMENT WORKER  Role Description and Person Specification |
| Houldsworth Street Office Manchester |

Lifeshare’s Crisis Assessment Referral Diversity (CARDS) service provides practical and emotional support to young people:

* who are homeless or at risk of homelessness or exploitation (gang, financial, physical, emotional/psychological or sexual)
* who may have left care, or have children in care (involved with Social Services)
* who may have rent arrears and debt
* who may have offending history or behaviour
* who may have mental and physical health issues, disabilities, communication difficulties
* who have substance abuse issues

We value diversity and welcome applications from individuals from all backgrounds.

Lifeshare requires a committed, enthusiastic and energetic worker to join our team.

This post requires a DBS check.

**Job purpose:** To provide a high quality service, co-ordinating plans to prevent arrears, eviction and street homelessness.

**Accountable to:** Team Leader and Board of Trustees

**Wage:** £21,000

### Scope

1. To explore the needs of actual and potential service users and ensure that services provided are responsive, accessible and appropriate to the needs of users
2. To enable service users to achieve independence as far as possible, in all areas of their lives:

* in presenting at the Town Hall and liaising with the Homelessness team  
  in finding accommodation including emergency B&Bs, the private rental sector (getting deposits, applying for eligible housing,   
  understanding rights and responsibilities of tenancy agreements)   
  attending three way meetings and negotiating with landlords.
* in accessing and utilising financial budgeting assistance and specialised financial advice, getting support opening bank accounts
* in obtaining ID and claiming welfare benefit
* in finding and applying for opportunities and support in relation to Education, Training, Employment and Voluntary Work placements
* in accessing any other services or interventions which will support their rehabilitation/resettlement, including health, substance misuse, family relationships, mediation, mental health services etc
* in accessing services and activities in the community which will help them build a life including social, activity based, skill building programmes

1. To offer support of a practical nature when clients have been recently housed or returning to a tenancy in regards to mail, utilities, furniture, benefits, council tax and grant applications, resolving conflict
2. To ensure the appropriate delivery of advice, information and signposting to service users. To provide casework support, advocacy, information and supervision, including coaching when appropriate.
3. To liaise and work closely with partner agencies to increase the level of support available both at the drop-ins and through appointments, signposting and referrals to ensure the activities and duties do not duplicate existing work. To work with the Coalition of Relief Services (The Homeless Charter, Big Change and Street Support) to deliver outreach and participate in developing a volunteer ‘Buddy scheme’ to prevent isolation.
4. To manage and maintain systems that provide a full, comprehensive resettlement planning service. To review resettlement plans at agreed stages and either provide information or assistance (both 1-1 and as group sessions) based on identified need or to make referrals to the appropriate services as required
5. To **lead** on the delivery and coordination of resettlement plan interventions across all pathways for service users in co-operation with staff, workers and other providers

***General:***

1. To maintain accurate and appropriate confidential records of work done and outcomes achieved in files and on our database, as directed by the manager.   
   To provide on a monthly basis reports, both qualitative and quantitative on progress against agreed outputs/outcomes at society, organisation, community and individual level and long term impact
2. To develop and maintain working relationships with a range of key agencies, housing providers, mental health teams, drug and alcohol teams, social services, education providers, prisons and other specialist services across the region and enhance the knowledge and good practice of Lifeshare, and to promote and represent the work of Lifeshare in a professional manner. Attending appointments with accommodation provider etc.
3. To attend and contribute to meetings as directed by the manager including team meetings
4. Where appropriate and through discussion with the team and Manager, develop new areas of work that promote and support the work of Lifeshare, provide new opportunities for service users, increase accessibility, or bring in resources and/ or funds to the charity and publicise the service.
5. Participate in the opportunities provided for training that promotes professional and personal development and that supports the work of Lifeshare
6. Participate in regular supervision to: receive support, increase knowledge, identify training needs, evaluate work performance, aid and assess professional development
7. Participate in annual appraisal with line manager
8. Promote follow and adhere to the policies and procedures of the organisation, and ensure that clients, students, volunteers and staff from partner agencies are aware of these policies and procedures
9. Maintain confidentiality about service users, staff and Lifeshare as a whole
10. Be an active member of the Lifeshare team, helping to cover work, during absence, or when a colleague is under pressure
11. Liaise, collaborate and coordinate with other team members to provide a cohesive, high quality service
12. Share with other team members previous experience, skills and knowledge, which may be relevant to the team in providing its service. Gather feedback and share learning.
13. Be supportive, respectful and empathic to service users, colleagues and visitors.
14. Undertake other work, outside of office hours, and take on other responsibilitiesas demanded by the needs of the organisation and in agreement with the Manager

**PERSON SPECIFICATION**

**Essential:**

1. Understanding of issues facing young individuals, who have multiple and complex needs; homelessness or exploitation, including affected by gangs, sex work, crime, physical and mental health issues, disabilities and substance abuse   
   Experience of working with homeless people, young offenders, care leavers, victims, people with disabilities, and or health issues and substance abuse
2. Awareness of options for support for this client group in these areas:  
   - welfare and housing rights and law  
   - anti-social behaviour legislation  
   - education, training and employment (ETE)  
   - finance, benefit and debt (FBD)

- health, including mental-health

**FAMILY** care proceedings childcare

- crime and domestic violence

- substance misuse

1. Capacity to develop a constructive relationship with young people including good communication and listening skills and a respectful, non-judgemental, approachable and friendly manner
2. Practical, positive and patient approach, resilient and calm in a chaotic and busy environment
3. Able to work under supervision and work independently and use own initiative and encourage self-sufficiency in clients and empower clients
4. Able to organise own time and workload to cover the requirements of the service deadlines
5. Strong IT skills including proven experience of using Word, Excel and Outlook in a similar work environment. Ability to work with case databases on a day-to-day basis
6. Accurate, efficient administration skills
7. Able and committed to work as part of a multidisciplinary team. Able to develop positive working relationships with other staff, volunteers, Trustees, students and partners
8. Assertive and able to prevent and resolve conflict and manage distress professionally

1. Able to work both in the community and in the service to develop and maintain constructive relationships with different teams, agencies and providers
2. Readiness to take responsibility to be flexible and adapt to meet the changing needs of the service, at times with very little notice. Trustworthy, accountable, reliable and creative.
3. Awareness of and commitment to safeguarding practices and policies, and ability to promote safeguarding among clients and colleagues
4. Awareness of and commitment to equal opportunity and diversity practices and policies, and to promote diversity and treat colleagues and clients fairly and with respect

**Desirable:**

1. Level 3 Advice and Guidance
2. Experience of supervising volunteers or students
3. Fundraising

**Successful applicants will be invited to a virtual interview week commencing 17th august, following that if successful a face to face social distance interview on Friday 21st August (subject to change due to Covid 19 guidelines)**

Please return your application to [Jobs@Lifeshare.org.uk](mailto:Jobs@Lifeshare.org.uk)

**Application Form**

**ALL INFORMATION CONTAINED IN THIS APPLICATION FORM WILL BE TREATED CONFIDENTIALLY**

**Before completing this application, please note the following:**

a) ALL questions must be answered (additional sheets of A4 paper may be used)

b) CVs will not be accepted

c) The accompanying Equality Monitoring form must also be completed

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| Position applied for: |  |
| Where did you see this post advertised? |  |
| Have you previously applied for a post with Lifeshare? |  |
| If yes, which post did you apply for? |  |

|  |  |
| --- | --- |
| Title: |  |
| Forename: |  |
| Last Name(s): |  |
| Former Name(s): |  |
| Address (including postcode): |  |
| Home telephone number: |  |
| Mobile telephone number: |  |
| Email address: |  |

**ELIGIBILITY TO WORK IN THE UK**

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| --- | --- |
| Do you require a work permit to work in the UK: | if yes please complete the following |
| Work Permit Expiry Date:  Work Permit Date of Issue:  Work Permit Place of Issue: Passport Nationality:  Passport Number:  Passport Expiry Date:  National Insurance Number:  Are you visiting Britain on a working holiday? |  |

**EDUCATIONAL AND PROFESSIONAL QUALIFICATIONS**

Please list most recent first (include current studies).

If shortlisted, you will be asked to produce evidence of qualifications.

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| --- | --- | --- | --- | --- | --- |
| **Dates** | | **Secondary school / college / university / training organisation** | **Qualification** | **Subject/s** | **Grade** |
| **From (month / year)** | **To (month / year)** |
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**MEMBERSHIP OF PROFESSIONAL BODIES, BOARDS OR COMMITTEES**

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| --- | --- | --- | --- |
| Name of Body: |  | Membership/Status: |  |

**CURRENT OR MOST RECENT EMPLOYMENT**

Please specify any paid employment you intend to continue if offered a position within Lifeshare. Should there be any conflicts of interest, Lifeshare will notify you and any offer of employment would be dependent upon this conflict ceasing.

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| --- | --- |
| Name of Organisation: |  |
| Address (including postcode): |  |
| Telephone number: |  |
| Email address: |  |
| Job Title: |  |
| Date commenced: |  |
| Leave date (if applicable): |  |
| Current salary: |  |
| Notice required: |  |
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**EMPLOYMENT EXPERIENCE**

Please give details of previous employment working backwards.

Include all periods of unemployment (and reason), travel etc. in the space provided so there are no gaps in the record.

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| **Dates** | | **Employer’s name, address and nature of business** | **Job title and brief description of duties** | **Reason for leaving** |
| **From (month / year)** | **To**  **(month / year)** |
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**VOLUNTARY WORK**

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| --- | --- | --- | --- |
| **Dates** | | **Organisation Name & Address** | **Nature of Work** |
| **From** | **To** |
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**PROTECTION OF VULNERABLE ADULTS**

Because of the nature of the work for which you are applying, this post is exempt from the Provisions of Section 4 (2) of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. This means that applicants or volunteers are not entitled to withhold information about any previous convictions or cautions which, for other purposes, are spent under the terms of the Act. You are therefore requested to give details as required below, listing all convictions and cautions, no matter how long ago they occurred. An unspent conviction does not necessarily mean that you will be barred from employment. Lifeshare has a policy in respect of the rehabilitation of offendersand is committed to working in accordance with the DBS. Information is available on request.

Applicants for certain posts will be subject to a check with the Disclosure and Baring Service (DBS) prior to confirmation of appointment.

In the event of employment, any failure to disclose such convictions could result in dismissal or disciplinary action by Lifeshare. Any information given will be completely confidential and will be considered only in relation to an application for positions to which the offer applies.

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| Have you ever been convicted of a criminal offence or received a caution? NO  Are you currently the subject of any criminal proceedings or police investigations? NO  If ‘Yes’ to either of the above, please give details: | | |
| **Date** | **Nature of Conviction / Caution** | **Sentence** |
|  |  |  |

**ADDITIONAL INFORMATION**

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| Do you hold a current full driving licence?  If yes, is it subject to any penalty points? YES / NO If ‘yes’ please give details: |

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If additional sheets have been included please state number \_\_\_\_\_\_\_\_

**REFERENCES**

**Referees will only be contacted if an offer of employment is made.**

Please provide the details of two contactable referees who should know your capabilities, reliability and potential. References will not be accepted from relatives or from people writing solely in the capacity as a friend.

The first MUST be your current or most recent employer. In the absence of employment experience, please provide a referee from your last place of full-time education or volunteering.   
The second referee should also be a previous employer where possible.

**Reference One (current or most recent employer or if not possible, volunteer or academic referee)**

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| Name of referee: |  |
| Position of referee: |  |
| Address (including postcode): |  |
| Telephone number: |  |
| Email address: |  |
| How long has the referee known you and in what capacity?\* |  |
| Can this reference be taken up immediately? |  |

\*if less than 12 months we will need to contact a previous employer

**Reference Two**

If you are not currently working with vulnerable adults/ adults at risk but have done so in the past, a reference from this employer is required

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| --- | --- |
| Name of referee: |  |
| Position of referee: |  |
| Address (including postcode): |  |
| Telephone number: |  |
| Email address: |  |
| How long has the referee known you and in what capacity? |  |
| Can this reference be taken up immediately? |  |

**Reference Three** (to be used if either of the above cover a period of less than 12 months)

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| --- | --- |
| Name of referee: |  |
| Position of referee: |  |
| Address (including postcode): |  |
| Telephone number: |  |
| Email address: |  |
| How long has the referee known you and in what capacity? |  |
| Can this reference be taken up immediately? | YES / NO |

**Please note: Lifeshare reserves the right to request a reference, or to contact any of your employers or educational establishments, in addition to the referees you have nominated in your application.**

**DECLARATION**

Do you have a spouse, partner, relative or friend employed by Lifeshare or on the governing body? If so, please state name and relationship:

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| Name: |  | Relationship: |  |
| Name: |  | Relationship: |  |

To the best of my knowledge, there is no reason in respect of my physical or mental health why I should not be able to fully carry out the tasks described for this post.

I give my consent to the processing of data contained or referred to on this form in accordance with the Data Protection Act 1988.

I understand that any canvassing will automatically invalidate my application.

I confirm that the information I have given on this form is correct and complete and I understand that providing false information is an offence.

**I confirm that, to the best of my knowledge, the information I have provided in this application is correct and that I have completed this form myself. I understand that misleading statements or withholding relevant information may be sufficient grounds to cancel any agreement made.**

Signed: Dated:

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| **FOR OFFICE USE** | |
| Shortlist number |  |
| Does applicant meet essential criteria | YES / NO |
| Date and time of interview |  |
| Location of interview |  |
| Appointable | YES / NO |
| Days / Hours |  |
| Salary |  |
| Evidence of qualifications checked | YES / NO |
| Any additional needs identified | YES / NO |
| Checks required:  References  DBS  Medical clearance | YES / NO  YES / NO  YES / NO |