



Key Worker Job Vacancy

Hope4 is a Rugby based charity working with homeless and badly housed people and those experiencing food poverty. We have an exciting new role working with EEA Nationals, mainly from central and Eastern Europe, who are rough sleeping or experiencing poor housing.

Currently 40% of our clients are non-British. Whilst they are able to make themselves understood for basic requirements, three-quarters of our Russian/Polish speaking clients need a translator. More detailed conversations with Hope Centre staff and statutory organisations are vital in order to build trust and offer comprehensive assessments determining their entitlement to services. Staff will then work to meet key needs including housing and becoming more engaged within society, whilst also supporting them with associated problems such as benefits, addiction and health issues.

We are looking for a highly motivated individual, who will be able to communicate with a variety of audiences, who has experience working with rough sleepers and/or hard to reach groups. You will also have strong verbal and written communication skills, in English and in one or more Eastern European languages (Polish/Russian preferred).

Charity Ethos. Hope4 (Rugby) Ltd. is a charity founded by local churches on Christian principles which works to combat homelessness and poverty in the Borough of Rugby via a Day Centre, Winter Night Shelter and Rugby Food bank. We all subscribe to the same values and hope that a new team member will support this ethos, irrespective of belief or background. We rely on over 300+ volunteers to provide the services we offer.

Job Description

Job Title: Key Worker

Salary and Tenure: £10.00 per hour for a 30 hours, 5 days a week. Statutory NI, holiday and sick leave arrangements.

We run an appraisal scheme which will be conducted by your line manager. The appointment will be reviewed after 3 months, and again

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towards the end of the contract period. Please note that no guarantee of work after 12 months can be given at this stage. A one-month notice period for each party applies. Hours of Work: Sunday to Saturday - the work usually involves five 6-hour days, plus associated tasks, each week. Weekend working, some evening and call out, during the Winter Shelter months, on a mutually agreed rota basis, is also required.

Reports to: Project and Volunteer Manager

Purpose of the Job:

This is a part-time role that will require attendance and work at the Hope Centre, the Winter Shelter and, when and if required by your line manager, the Rugby Foodbank for 30 hours per week, including necessary administration and follow up work. It will usually involve attendance at Hope Centre sessions (open 7 days a week) on a rota basis. Participation in an on-call night time rota system is also required during the Rugby Winter Shelter project months. It is important that the Key Worker spends most of each session time among the clients, volunteers and visitors to the Hope Centre and that office work is kept to a minimum until after each session ends. The Key Worker appointed will have particular responsibility for implementing one to one support of clients using the Homeless Link Inform Essential system: <http://www.homeless.org.uk/products/in-form-client-relationship-and-service-management/introducing-in-form>

Service Delivery

The Key Worker will be involved in day-to-day running of the Hope Centre, which will include registering the clients and helping them to make progress in their lives:

- comprehensive assessments using the Inform platform to assess clients' risks and needs
- making contact when appropriate with other support agencies
- follow-up work with clients and associated administrative work.
- provide a welcoming warm atmosphere which makes the clients feel valued
- enforcing agreed Hope4 policies and procedures



Team Working

- To act in accordance with statutory obligations towards equality and diversity, challenging and reporting areas of poor practice through line management.
- The work will also include liaison and working well with the Hope4 Directors, other Key Workers, volunteer team leaders and volunteers and together with them consolidating good practices across Hope4's varied charitable activities.
- As a member of the Hope Centre team and working under the direction of the Project and Volunteer Manager evaluate our services and methods of delivery ensuring they are effective and appropriate.

Client Management

- To work with individuals, in particular EEA clients, facing complex social and family needs, undertaking a range of high quality assessments, reassessments and reviews.
- To work in collaboration with clients to assess their needs in accordance with statutory and operational standards, policy and procedures.
- Produce a statement of identified needs, agreed with or shared with clients and to identify in collaboration with clients a range of options available to meet the needs identified.
- To plan, implement, review and make decisions about the range of options to be offered to the clients and to carry out necessary tasks to implement agreed planned actions with them.
- To be responsible for carrying out risk assessments on clients, and comply with Health and Safety policies and procedures, as it applies to self, other staff and users of Hope4 resources.

Professional Development

- To attend training courses and staff development activities and take responsibility for continued professional development (CPD) and to assist with the training of other staff and volunteers as requested.

Partnership Working

- To work in collaboration with staff from other agencies, such as Health, Education, Police, as well as other service providers from the Private or Voluntary Sector.

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- To work as a member of a multi-agency team where required, undertaking duties agreed with the Line Manager.
- Networking with organisations across Rugby who specialise in the issues faced by homeless and badly housed people will be vital to the role.

Property and Resources

- Responsibility for opening up and locking up of the Hope Centre as appropriate and on a rota basis.
- Responsibility for reporting to the Property Manager any defects in the property or resources.
- Good stewardship of the resources at your disposal.

Administrative Working

- To maintain appropriate and timely records on work undertaken in accordance with Hope4 policies and to adhere to confidentiality and Data Protection regulations.
- To produce succinct, well-structured records and reports, clearly recording and reporting analysis and judgments.
- To use the Homeless Link In-Form system to document clients' details after gaining informed consent.

General

- Engaging fully in regular supervision with your line manager.
- Adhering to Hope4's Health and Safety policies and procedures at all times and complying with the appropriate legislation, statutory duties, data control protocols.
- Ensuring that accidents and incidents are reported, logged and investigated.
- Acting in line with, promote and carry out all responsibilities with full regard to Hope4's Equalities and Diversity Policy.
- Ensuring that individual expertise, subject area and relevant legislation knowledge is up to date through ongoing personal development, including sharing good practice, engaging with training and acquiring/maintaining any individual qualifications required for the role.
- To undertake any other duties of a similar level and responsibility as may be required from time to time.

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Safeguarding Hope4 is fully committed to the protection from abuse of vulnerable adults who use our services and to preventing such abuse from occurring or continuing. Hope4 will ensure that all vulnerable adults who use its services will be protected, supported and made aware of their rights in this area. It is the individual responsibility of every member of staff to seek to ensure the practical application of this policy.

Person Specification

Criteria	Essential or desirable	Determination at		
		Application	Interview	Reference
Knowledge & Values				
Fluent in Russian and/or Polish, both written and oral	E	✓	✓	
Knowledge of the skills required for independent living	E	✓	✓	
Awareness that people learn in many different ways	E		✓	
Post A level qualification or equivalent	D	✓		
Safeguarding training either for children or vulnerable adults	D	✓	✓	
Health & Social Care qualification	D	✓		
Knowledge of substance misuse and its effects.	D	✓	✓	
Experience				
An understanding of (or willingness to learn) right to remain/settled status and the implications of both for our clients	D	✓	✓	
Experience of providing support to vulnerable people	E	✓	✓	
Experience of assessing and supporting clients who are facing multiple disadvantage.	E	✓	✓	✓
Experience of offering practical support helping people to maximise their finances, including working knowledge of DWP.	D	✓	✓	
Recent experience of organising, delivering and evaluating workshops and activities.	D	✓	✓	

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Experience of working in a fast paced team, being flexible and supportive to colleagues.	E	✓	✓	✓
Relevant experience of supporting people to achieve their goals	E	✓	✓	
Experience of using a client management system.	D	✓	✓	
Essential skills & abilities				
Can demonstrate empathy whilst maintaining healthy boundaries.	E	✓	✓	✓
A flexible approach to communicating with a wide range of people.	E	✓	✓	✓
Can clearly communicate with others so they can understand how to perform routine everyday tasks.	E	✓	✓	✓
Excellent command of the English language (oral and written).	E	✓	✓	
Practical ability to use IT including Word, and email.	E	✓	✓	
Have a valid and current car driving licence and access to a car.	D	✓	✓	

Ability to be flexible regarding working hours as some early morning/evening/weekend work may be required.	E	✓	✓	✓
Ability to think creatively and adapt service delivery to meet the client's needs.	E	✓	✓	
Ability to work with clients either in a 1-2-1 setting or in a group setting.	E	✓	✓	✓
Ability to motivate individuals to attend workshops and activities aimed at increasing skills and increasing self-esteem and confidence.	E	✓	✓	✓
Ability to support clients who are in emotional distress and who require varying levels of support in a calm manner.	E	✓	✓	



A well-developed sense of humour.	D	✓	✓	✓
Open to professional development and team working	E	✓	✓	
Resilient – ability to cope with challenging behaviour/resistance in others.	D	✓	✓	✓
Proven administration experience in a customer focused environment	D	✓	✓	

Hope4 Teams

Staff

Project and Volunteer Manager (FT)
3 Key Workers
Two Administration Assistants
Cleaner

Directors

Diana Mansell—Chair of Directors
Joyce Woodings—Company Secretary
Supported by 5 other directors

Volunteers

We have about 300+ in all areas of our work. A majority come from local churches.



Helping homeless, badly-housed and hungry people in Rugby

Application Information

Thank you for showing an interest in the post of Hope Centre Key Worker. Candidates are encouraged to make an informal visit to the Hope Centre prior to making an application. Please contact Sylvia Lanigan 01788 572456 (manager@hope4.org.uk) to register an interest or arrange a date to visit.

Closing date: 4th October 2019 1200hrs

First Interviews: 10th & 11th October 2019

Second Interviews with a day in the centre: w/c 14th October 2019

In your application you should include addressing to the following questions:

1. What issues do you feel present themselves when dealing with homeless people generally and in particular EEA nationals, and how would you overcome them?
2. Outline an experience you have had which show how you used your interpersonal skills and qualities to produce a good outcome.
(no more than two sides of A4, please).

Completed applications may either be:

Emailed to applications@hope4.org.uk or sent by post/hand delivered to:

Diana Mansell, Hope Centre, 8 Newbold Road, Rugby. CV21 2LJ

Candidates shortlisted for interview will be asked to undertake a series of selection tasks and activities. Candidates that go forward to a second round of interviews will be asked to attend a session at the Centre shadowing a Key Worker. More information on the format and any preparation needed will follow after shortlisting.

We will seek to take up two references from:

- Your current or previous employer;
- A personal reference from someone who is not related to you;

Start date: 1 November 2019 or as soon as possible thereafter

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Hope4 (Rugby) Ltd, The Hope Centre, 8 Newbold Road, Rugby CV21 2LJ
Registered Charity in England and Wales (1126487)
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