

Church and Tenant Empowerment Worker Job Description

Job title:	Church & Tenant Empowerment Worker (EW)
Responsible to	Bristol Franchise Manager
Internal working relationships:	CEO and Senior Management Team of inHope inHope Trustees Hope into Action: Bristol Team Partner Church leadership and volunteers Hope into Action Support Centre staff Wider Hope into Action network
External working relationships:	Local Authority Referring agencies Supporting agencies Wider church

Job Purpose

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 national out of hours rota covered by EW's. This consists of 7 days 'on-call' to answer that phone, approximately every 3-6 months.

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

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.

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.

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.

Other

- Maintain and strengthen current systems offering suggestions for improvement where required;
- Attend away days, spiritual retreats, virtual 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.

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;
- There is an occupational requirement for this role to be fulfilled by a Christian.

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, and inHope;
- Clear 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 applications inclusive of SharePoint;
- 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

- Maths and English to GCSE Grade C or equivalent (e.g. BTEC Health and Social Care L2), and completed their secondary education.

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 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;