



Job Overview: Resettlement Worker - Fixed Term Contract

This is a new role is part of the **Rough Sleeper Initiative** across Greater Manchester, which will run until March 2019. There is a chance of extending this role until March 2020 depending on funding.

The successful applicant will provide person centred support to Barnabus service users who have been referred into accommodation, in particular private rentals. You will support clients with a wide range of issues, including successful maintenance of their tenancies, benefit claims, budgeting and accessing local services and projects. You will work with a number of charities and services to achieve outcomes for your clients. You will have a minimum of two years in a similar support role with vulnerable adults, as you will be lone working in our client's homes.

You will have a flexible, caring attitude, be resilient, self motivated and have the ability to prioritise your workload under pressure, remaining calm and respectful at all times. You will have excellent communication and organisational skills and be competent in the use of Microsoft Office systems such as Outlook, Word and Excel.

Hours & Location

Fixed Term Contract until March 31st 2019 with the possibility of a 12 month extension
37.5 hours per week - Monday to Friday. Flexible working hours agreed in advance
Based at Support Office on Bloom Street, travel within Greater Manchester is a necessary part of this role

Responsible to

Head of Support

Key Accountabilities

Support Work

- To provide regular, person-centred support to individuals referred to accommodation by the Support Team with regard to setting up their accommodation, learning how to maintain a tenancy, managing benefits, budgeting and accessing local projects and services, to help the individual settle in and to reduce the chance of their becoming homeless again.
- To agree in negotiation with the individual involved, the nature of their problems and needs, with full regard for their stated needs and preferences.
- To agree an appropriate support plan with individual, which takes account of their full range of needs in conjunction with other agencies.
- To provide advice and practical assistance to the individual in setting up home, or to ensure that support is provided by another agency.
- To help the individual access, or continue to access, primary health care and specialist mental health services.
- To establish effective joint working arrangements with other agencies and to provide a central contact point for the individual where necessary.
- To liaise effectively with landlords and to advocate for the client where necessary
- To liaise regularly with all other support workers, Head of Support and drop in centre staff
- To make every effort to maintain contact with clients even when tenancies break down or plans are

abandoned.

- To support individuals in the development of personal and life skills with the aim of attaining greater independence and self-esteem.
- To maintain up-to-date records on each individual using the Barnabus database and MTHINK. Training will be provided on any system which is new to the candidate.
- To maintain confidentiality and to refer to the Head of Support or CEO for assistance where needed.
- To provide weekly and monthly reports on Work In Progress which will be shared with Manchester City Council and the Rough Sleeper Initiative Partners.

General Duties

- Assisting in the Beacon Drop In Centre as required
- Assisting with reception duties in the Support Office as required
- Attending fundraising events as required

Requirements and Person Specification

Knowledge	<ul style="list-style-type: none">• Educated to GCSE or equivalent• Previous support work experience – min 2 years
Skills	<ul style="list-style-type: none">• Good communication skills including verbal and written• Excellent organisational skills• Good knowledge and use of MS Office packages i.e. Word, Excel, Outlook as well as using the internet as a resource• Ability to prioritise work and to work to short deadlines• Ability to work on own initiative and to adapt to rapidly changing situations• Ability to build rapport, be sensitive to situations, respectful• Ability to work with confidential information• Excellent communication and personal / social skills• Languages an advantage, especially Eastern European languages
Disposition	<ul style="list-style-type: none">• Inspired by the work of Barnabus to provide non judgemental, consistent support to the homeless, whatever their history or situation• A committed and active Christian, or sympathetic to the Christian faith and willing to work as part of a faith organisation• Resilient when things go wrong; creative problem solver; able to think on your feet• A willingness to be flexible and to assist when necessary with practical tasks outside normal duties• Good self manager; positive outlook

Employment Terms

Holidays

Annual leave entitlement will be 25 working days per calendar year, excluding bank and public holidays.

Salary

£22,000 p.a. plus workplace pension

Apply to: Stephen Rowley, Head of Support: steve@barnabusmanchester.co.uk Please email your CV and covering letter telling us what makes you the right candidate for this role. Deadline is Monday 23rd July. First interviews on Wednesday 25th July. Final interviews Friday 27th July. To start as soon as possible.