



Helping homeless, badly-housed and hungry people in Rugby

## Job Description

### Purpose:

Hope4 (Rugby) Ltd is a charity founded on Christian principles which works to address homelessness and food poverty in the Borough of Rugby. Our staff and volunteers support these values and ethos irrespective of belief or background. We believe that everyone has the right to have a place to call home and enough food even when in a crisis.

**Job Title:** Project Coordinator, including some Key Working

**Reporting to:** Service Delivery Manager

**Location:** Hope Centre, 8 Newbold Road, Rugby, CV21 2LJ. \*some off site working is anticipated.

**Salary range:** FTE based on 37hpw £20,000-£23,000 depending on experience

**Hours:** 25 per week. 1-year contract, subject to funding possible extensions. Some evening, bank holiday or weekend work will be required, and time off given in lieu of extra hours worked.

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### Overall role purpose:

Hope4 supports those who find themselves in crisis - homeless, temporarily housed or in food poverty across the Borough of Rugby. This role will work with clients both as a Key Worker and through designing and running project activities supporting people to re-establish their independence and develop skills to maintain their tenancy. Projects could include 'house to home' skills such as cooking, budgeting, taking up hobbies and developing new friendships and social networks, or experts by experience groups. This role will involve developing volunteering opportunities within these projects. This work aims to support clients holistically and prevent the 'revolving door' scenario.



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### **Key Activities:**

- Working with the Manager, develop project concepts that support and reflects clients' identified needs
- Be a lead on project activities including working alongside peers to assess clients' needs and suitability
- Develop an externally facing network of agencies and partners in support to project delivery
- Lead and motivate a team of volunteers to be engaged in supporting and developing project delivery
- To hold a number of clients for case work delivery and ensure accurate records of work undertaken is maintained on relevant reporting systems
- Where appropriate to undertake needs, risk assessments, and establish appropriate client led support packages
- To work holistically with clients to address their homelessness situation, focusing on improvement in confidence and self-esteem and progress towards personal objectives
- Be an advocate for clients as they navigate their crisis and provide support as needed – such as accompanying them to appointments for housing assessments
- Build positive relationships with Hope4's stakeholders including staff and volunteers
- Ensure that all work is delivered in line with contractual obligations and in accordance with best practice of Hope4
- Represent Hope4 at external partnership meetings such as the Homeless Advisory Panel on a rota basis

### **To work as part of a team to support the overall delivery of Hope4's activities:**

- To work with clients from a diverse range of backgrounds, adapting support packages to meet their needs
- To work with clients using a holistic and person-centered approach
- Ensure that all data and recording responsibilities are carried out in a timely manner and to a high standard
- To undertake any other reasonable requests by management, consistent with the nature of the service

Hope4 (Rugby) Ltd, The Hope Centre, 8 Newbold Road, Rugby CV21 2LJ

Registered Charity in England and Wales (1126487)

Company Limited by Guarantee (6614898)





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### General:

- All information and data to be maintained in accordance with Hope4 policies and procedures, and within GDPR principles
- Undertake identified training within specified timelines and maintain current operational knowledge where required, such as safeguarding
- To be an active and effective team member
- To work some hours, where needed, outside of normal office hours (including evenings and weekends)
- Participate in supervision and annual appraisal, and identify your own job-related development and training needs



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### Person Specification:

This person specification sets out the essential and/or desirable experience and abilities needed by the successful candidate for this post. Please bear these points in mind when applying for the role as these requirements will be taken into account at both the shortlisting and interviewing stages.

<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
English and Maths- GCSE or equivalent *	X	
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
Experience of working with vulnerable or marginalised people *	X	
Experience of developing client focused projects		X
Have experience of working in an advice and guidance setting	X	
Experience of working in a challenging, target driven work environment specifically with those who are vulnerable *	X	
Experience of developing and sustaining effective working relationships with, and working successfully in partnership with, other services and organisations	X	
<b>Skills, knowledge and personal attributes</b>	<b>Essential</b>	<b>Desirable</b>
Ability to develop and motivate others	X	
Ability to deal with stressful and difficult situations in a calm manner, including de-escalation skills where required *	X	
Ability to use Microsoft 356 Office package including Word, Excel, Teams, and client management systems		X
Strong organisational, record keeping and time management skills *	X	
Strong communication skills applied internally and externally	X	
Knowledge of the cause and effects of homelessness on individuals, families and communities *	X	
Ability to work within professional boundaries	X	

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Ability to work as part of a team, on own initiative, and work well under pressure *	X	
Ability to be a voice for the clients as individuals and as a collective		X
Ability to motivate and support a team of volunteers	X	
Understanding of the principles of coaching and mentoring in supporting independent choice and overcoming barriers		X
Understanding of how mental health and substance misuse may impact on ability to sustain tenancy	X	
Understanding of the barriers to employment and training for those who are experiencing homelessness		X
Understanding of risk assessment and risk management in working with vulnerable adults *	X	
Knowledge and understanding of safeguarding procedures and reporting any relevant issues in a timely manner	X	
<b>Other</b>	<b>Essential</b>	<b>Desirable</b>
Full UK driving license and use of a car		X

\*Denotes minimum shortlisting criteria for interview

Reviewed & updated: Oct 2021