



Helping homeless, badly-housed and hungry people in Rugby

## Job Description

### Purpose:

At Hope4 we believe that everyone has the right to have a place to call 'home', somewhere that is safe, secure and sustainable, and enough food even when in a crisis. We also believe that everyone should have the chance to realise their hopes and ambitions. and as a homelessness charity, our clients are at the heart of what we do and, although Rugby is a small market town, in 2021 we supported over 100 people at our day Centre. Our staff are crucial to making this happen. The charity is founded on Christian principles and 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.

**Job Title:** Key Worker and Project Coordinator

**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, extension subject to funding. Some evening, bank holiday or weekend work may be required, and time off given in lieu of extra hours worked.

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### Overall role purpose:

This role is a new and forward-thinking post. Based at the Hope Centre, the successful candidate will work directly with clients both as a Key Worker (housing and associated needs) and by creatively designing and running new projects tailored to clients' needs. We have assessed that at any one time around a third of our clients are at the point to become more independent but need to develop skills to maintain their tenancies and reintegrate into wider society. Therefore, you will scope out and develop new projects aimed at increasing clients' skills and abilities to prevent the 'revolving door' scenario by which clients could move back into homelessness. Project delivery will involve developing links with other organisations and volunteers. Although flexible, it is anticipated that there will be an equal split between working with clients as their Key Worker and on new project development work.

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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## **Main Activities:**

### **Key Work:**

Our Key Workers have their own set of clients and work as part of the wider but small team. Together the team promotes a warm and welcoming environment where clients feel valued and are encouraged to use all the Centre's facilities.

- Comprehensive assessment of new clients, undertaking risk assessments including assessing initial and longer-term needs
- Work with clients to plan, implement and review decisions about the range of options on offer
- Provide practical and personal support to clients in an approachable, caring and person-centred way.
- Follow up with clients by appointment or if in crisis they can drop in
- Advocate and support clients as they navigate their crisis – such as accompanying them to appointments for housing assessments
- Work holistically with clients addressing their homelessness situation, focusing on improvement in confidence and self-esteem and progress towards personal aims and ambitions and work towards achieving them.
- Work as part of a dedicated team to provide safe, high quality, positive and inclusive service to clients

### **Project Work:**

As an exciting and new initiative this role will allow the successful candidate to pioneer a brand new area of Hope4's work. These 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 also involve developing volunteering opportunities for the wider community within these projects. Through this we aim to support each client holistically helping them to ensure they sustain their new homes.

- Working with the Manager to develop project concepts that support and reflect clients' identified needs
- Lead on project activities including working alongside others in the team to assess clients' needs and suitability
- Develop a network of agencies and partners in the wider community to support project delivery
- Recruit, lead and motivate a team of volunteers to be envisioned and engaged in supporting and developing project delivery
- Monitor and evaluate project delivery and success

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

- Work with clients from a diverse range of backgrounds, adapting support packages to meet their needs
- 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
- Build positive relationships with Hope4's stakeholders including staff, directors and volunteers
- Represent Hope4 at external partnership meetings such as the Homeless Advisory Panel on a rota basis
- Undertake any other reasonable requests by management, consistent with the nature of the service
- Ensure that all work is delivered in line with contractual obligations and in accordance with best practice of Hope4

**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 including both those at Hope 4 and agencies in the wider community including the police, health, statutory organisations and the voluntary sector
- 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. These could be from employment or volunteering roles and experience. 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 developing projects		X
Experience of developing and sustaining effective working relationships, eg with colleagues, other services and organisations, networks etc*	X	
<b>Skills, knowledge and personal attributes</b>	<b>Essential</b>	<b>Desirable</b>
A self-starter; fun, flexible and outgoing	X	
Desire to work with vulnerable or marginalised people	X	
Ability to develop and motivate others including volunteers*	X	
Ability to work in a supportive, holistic and responsive environment*	X	
Ability to use Microsoft 365 Office package such as Word, Excel, Teams, and client management systems		X
Effective organisational, record keeping, time management and communication skills		X
Ability to work as part of a team, on own initiative, and work to deadlines, and within professional boundaries *	X	
Understanding the challenges faced by people who are homeless such as mental health, tenancy maintenance and barriers to employment		X
Understanding of risk assessment and risk management in working with vulnerable people		X
Understanding of safeguarding practices		X
Full UK driving license and use of a car		X

\*Denotes minimum shortlisting criteria for interview

Reviewed & updated: Jan2022