

Post title:	HIA-BCP Franchise Lead
Hours:	30 hours per week (with potential to increase)
Contract:	Permanent subject to funding
Salary:	£15.25 per hour (equivalent to £29,341 if full-time) plus 6% employer contribution to pension
Line Manager:	Initially CEO, Faithworks
Internal links	HIA-BCP team; HIA national team; Partner churches
External links	Referrers, Partner agencies, Wider church

What is this all about?

One of Faithworks' big, audacious goals is to see the end of homelessness in our local area. We believe that people don't just need shelter; they need a home: a place of safety, a place for friendship. To that end, we want to both

- Enable those who are homeless to get off (and stay off the street) through our Half-time service.
- And enable the local Church to house those who are homeless.

So, in 2021, FW became a local franchise of the national charity Hope into Action (HIA) that has helped churches and Christian organisations all over the UK to open **move-on Homes**. We have partnered with HIA to provide homes for those escaping homelessness using HIA's highly successful and unique model. Local investors buy a property which is leased to Faithworks. We then work alongside local church teams to enable individuals or families to settle in, build friendships and find confidence for the future. Our vision is to not only see each individual thriving in the homes, but to double the number of HIA houses in the BCP area in the next 4 years which will mean opening a house every 9 months or so.

What is the Job purpose?

The Franchise lead is key to making this dream a reality.

Overall success in this project will be seeing ex-rough sleepers successfully staying off the street and getting to the point where they are maintaining independence within a supportive community. You'll be doing well as the lead, when:

- Tenants are safe, connected and purpose-filled, with plans enabling them to grow in resilience and hope
- Partner Church teams are able to thrive in their role, have great training and know what is going on; there is regular prayer
- Investors are up to date, know that their investment is making an impact and responded to quickly
- Other Faithworks teams know what is happening and are enabled to support the tenants where they need it; senior managers are confident that safeguarding and financial controls are effective
- National & regional Hope into Action coordinators know what is happening and are confident that the project is being managed well

Duties and responsibilities

1. Oversee the work of the BCP-HIA franchise to make it one of the UK's best such projects
2. Manage, inspire and help grow the BCP-HIA team, ensuring that:
 - a. The right people are in the right roles and cover the whole week; work with wider FW team to recruit as needed
 - b. Staff are line managed effectively so that the team works well together to deliver excellent outcomes.
 - c. There is a strong team ethos matching the overall Faithworks values, where prayer is a regular part, and team meetings give space for all to contribute
 - d. Everyone is aware of their role and both HIA and FW policies and procedures are followed (especially with regard to safeguarding and Health & Safety)
 - e. Quarterly franchise meetings are planned, held and actioned
3. Oversee Tenant Empowerment and House management, ensuring that:
 - a. Existing tenants are appropriately supported using the relevant HIA processes and systems and that each tenant has a clear action plan, with all "little victories" recorded and celebrated
 - b. Tenants are paying their rent and other housing costs (e.g. personal charges) and receiving appropriate financial help where needed re. debt or benefit issues
 - c. The new tenant process is done following the clear HIA process but with care and support for the individuals concerned; referrers are kept informed; void rates are kept within agreed bounds
 - d. Where required, we follow the relevant processes/HIA and house rules, being prepared to discipline/evict when necessary, leading the staff and volunteer team to ensure this is managed and recorded well in conversation with Church team and national HIA team;
 - e. Houses are safe, secure and sound; repairs are made in timely fashion; annual fire risk assessments, property inspections and repairs are carried out to standard and on time
 - f. All information re the house and the tenants is appropriately recorded and on the Sharepoint system – work with the team so that our HIA Quality Assessment is excellent; all info is shared across the team; monitor risk; be prepared to step in where required
4. Oversee Church Empowerment, ensuring that:
 - a. Church Friendship & Support (F&S) teams are viable, sustained, trained, and confident in supporting the tenants; there is regular pray with those teams; specific requests for ongoing training are responded to, and we offer innovative, relevant and engaging events to keep enthusiasm high
 - b. Church partnership agreements are in place and up to date; agreed financial contributions are paid
 - c. We represent, explain and promote HIA to church leaders, volunteers and other interested parties with a view to developing new partnerships and opportunities (and support other team members to do so) esp. new F&S teams
 - d. Communication with church partners is excellent and that the work of HIA is promoted (to encourage others to pray, give financially, and volunteer) – this

may involve speaking to groups or within church meetings about the work as well as providing written articles for newsletters.

5. Develop and promote the **network of homes**, by:
 - a. Ensuring that existing investors get regular 6 monthly updates and payments, are invited to relevant events including prayer times, and are responded to quickly re any issues
 - b. Working with the CEO, HIA central etc to identify and attract new investors
 - c. Working with the HIA and wider FW team, investors and church partners to find, purchase and refurbish new homes, bringing in expert property knowledge where required, and completing all HIA paperwork; ensure new investor groups have all new financial and legal documentation in place
 - d. Promoting the work at churches, Christian forums, homeless events (FW events) etc. in order to attract new investors
 - e. Working with the FW comms & HIA teams to tell the story of the BCP-HIA franchise through quotes, videos & updates to BCP-HIA web and social media
6. **Financially** oversee the project, by:
 - a. Ensuring the team are effectively working with the local authority to ensure Housing Benefit is paid (including setting up exempt accommodation status)
 - b. Providing key info for funding bids: quarterly scorecards, stories, "little victories"
 - c. Agreeing with the FW finance team on a budget and working within that budget
 - d. Ensuring rent statements are produced accurately, and sent in timely fashion to tenants
 - e. Dealing with any rent arrears with tenants swiftly
7. **Other activities**
 - a. Attend and contribute to regular franchise lead meetings, HIA awaydays, learning days, conference etc.
 - b. Cover the emergency out of hours phone on a rota basis.
 - c. Assist with other work, events or situations as needed; covering Empowerment worker or admin roles as required
 - d. Ensure that all activities comply with all FW policies (esp. safeguarding, lone working, confidentiality, H&S); ensure safe working is understood and followed

Whilst prioritising a workload consistent with the requirements of the role, undertake any other suitable duties as requested by the FW Homelessness projects manager.

Person specification:

The successful jobholder will need to be flexible in time, both in working patterns (evenings may be required if meeting with churches or volunteers) and in the range of activity.

Skills, competences and experience shall include:

We're looking for "character" and "chemistry", as well as competence. So, we're looking for a range of key skills & experience

1. Managing a programme: You must be brilliantly organised, able to get things done on time, keep activities safe and organised, and do it all with minimum of fuss and acting with integrity at all times;

2. Emotional Intelligence: Whilst being professional at all times, bring out the best in those we engage with (clients, church leaders, partners, staff and volunteers)
3. Managing Partnerships: able to build strong partnerships and find agreed steps forward; able to listen to and resolve issues with tact and positivity;
4. Influencing and Networking: Inspiring; able to “cast” a vision and help people get on board without taking over; be a great communicator verbally and in writing; able to develop strong partnerships with range of partners; can engage people from different churches;
5. Managing Staff: get the best out of a range of skills and temperaments; a coach, supporter and leader; help people do more than they thought possible;
6. Managing Volunteers: Great with volunteers – able to see the difference with managing staff; able to inspire, coach and encourage;
7. Managing information: Is comfortable working with and communicating information (both financial and non financial);
8. Managing Risk: understands safeguarding and H&S: not afraid to raise and escalate issues if activities are not safely run for all concerned;
9. Prayerful: recognises the importance of prayer for all parts of the work, and models that to the team;
10. Managing self – will go the extra mile where needed and is able to juggle multiple tasks at once, but also understands about creating healthy boundaries and so as not to burn out.

There are some specific skills you will need:

- Sound appreciation of the needs of vulnerable adults, and some experience of responding to such needs with care and sensitivity – knowledge of the issues around homelessness is essential;
- Highly organized and capable of juggling multiple tasks, ensuring each is completed to a high standard. Unflappable, with an ability to be responsive to and calm in challenging and changing situations, often at short notice
- A clear understanding of safeguarding issues and ability to assess and manage risk.
- Evidence of excellent communication skills to inspire, envision, and engage tenants (who may be angry or distressed), team members, volunteers, investors (and potential investors) and churches;
- Excellent computer literacy with sound knowledge in how to use MS365 word and excel in particular..
- Ability to travel around the BCP area

Desirable skills:

- Willingness and ability to lead and partake in Christian prayer and events
- Development of Risk Assessments and a sound understanding of responsibilities relating to Health & Safety
- Confidence in approaching and engaging with church leaders and partner leads

Key personal characteristics required:

- Committed to working under the basic tenets and Christian values of Faithworks.
- Passionate about helping those in need in the community
- Resilience, determination, perseverance and enthusiasm
- Able to model a high standard of integrity to tenants, Church leaders, volunteers, referrers and clients
- A self-starter; takes initiative; but adaptable to changing situations with a willingness to learn new skills as systems and needs develop
- Flexible and always thinking about ways to improve the service.

This post is subject to an occupational requirement that the holder be a Christian under Part 1 of Schedule 9 to the Equality Act 2010

Please note that as this role will include working with vulnerable adults, anyone applying for a role which involves a regulated activity and certain controlled activity will require a criminal records check from the Disclosure & Barring Service.