

<b>Post title:</b>	<b>HIA-BCP Empowerment worker</b>
<b>Hours:</b>	<b>16 hours per week</b>
<b>Contract:</b>	<b>Permanent subject to funding</b>
<b>Salary:</b>	<b>Pro rata on full-time equivalent salary of £26-28,000 plus 6% employer contribution to pension)</b>
<b>Line Manager:</b>	<b>HIA-BCP Franchise Lead, Faithworks</b>
<b>Internal links</b>	<b>HIA-BCP team; HIA national team; Partner churches</b>
<b>External links</b>	<b>Referrers, Partner agencies, Wider church</b>

### What is this all about?

We're on a mission to end homelessness in our area. Our 3 services drive this vision:

- **“Half-time”** – enabling the homeless to get off the street
- **Church Partnerships (“11/28 Together”)** – enabling local churches to tackle homelessness
- **Hope into Action (HIA) Franchise** – enabling churches in BCP to house the homeless

A shelter isn't enough—people need a home, safety, and community. That's why, in 2020, Faithworks became a local HIA franchise, helping churches create homes for those escaping homelessness. Local investors buy properties, lease them to Faithworks, and receive a guaranteed return. We then partner with churches to help individuals and families rebuild their lives.

In five years, we've secured investment for four homes, partnered with four churches, and seen lives transformed—newfound confidence, financial stability, employment, addiction recovery, and faith.

Now, with a new five-year franchise agreement, we're aiming to **double our homes**. One key role in this work is the Empowerment Worker who is the “glue” working with all the different people (tenants, church teams, HIA, local agencies) to ensure that the houses are safe, purpose-filled and enabling the tenants to grow resilience and hope.

### What is the Job purpose?

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. The job has 2 main purposes:

#### *Tenant Empowerment*

- Support, empower and lead tenant journeys, from referral to the HIA house through to them getting into independent (but connected) living. You will enable tenants to successfully maintain their tenancy, grow in confidence and achieve their goals

#### *Partner Church Empowerment*

- Be a strong Christian witness and presence with all you work with, speaking with partners, including local church leaders and groups from those churches. We want to see church teams giving great feedback about being part of the project, and more people praying for the homes.

## **Duties and responsibilities**

### **1. Tenancy work**

- a. Lead the assessment and referral process of potential tenants
- b. Lead the case work for each tenant. Encourage tenants to manage their own tenancies and build positive relationships; help them to manage any arrears and give advice and signpost to other agencies when necessary.
- c. Ensure all tenants are equipped to meet their tenancy financial obligations (rent & personal charges), completing affordability checks; also link potential and existing tenants to appropriate help to ensure they are claiming correct benefits
- d. Ensure tenants are fully aware of their obligations as tenants and the possible consequences of failure to meet these
- e. Complete all relevant paperwork and reporting, which includes, but is not restricted to, bi-monthly outcome reports for all tenants / licensees, monthly updates for Franchise Lead, and letters every 6 months for investors.
- f. Work with the team to take appropriate action when breaches of tenancy / licensee agreements occur, doing so in line with all relevant HIA/ FW policies.
- g. Maintain excellent records of activity and training work; ensuring the relevant HIA and FW systems are kept up to date.
- h. Maintain house occupancy levels in line with agreed void rates

### **2. Partner Church Team support**

- a. Train, equip, support and encourage Church volunteers to fulfil their roles
- b. Update Partner Churches regularly, encouraging partner churches to pray for HIA regularly.
- c. Assist with seeking opportunities to get new Churches into partnership

### **3. HIA-BCP Team working**

- a. Attend regular Franchise meetings
- b. Ensure property inspections are carried out
- c. Be prepared to carry out EW role across other HIA-BCP houses (stepping in to help other team members where needed)
- d. Be part of the out of Hours Rota as part of HIA-BCP wide initiative
- e. Support the team with evidence/data for reports as required.
- f. Attend regional Franchise prayer meetings and HIA wide events.

### **4. Spiritual**

- a. Encourage & devote time in prayer for individuals, and join in joint FW prayer times for the totality of the Homelessness work
- b. Ensure access to spiritual support for clients through partner churches
- c. Take part in spiritual events such as church services, away days, prayer events
- d. Contribute to Partner Church newsletters and prayer updates

### **5. Promotion and publicity**

- a. Support the HIA-BCP Franchise lead in raising awareness of HIA with wider partner/prayer/church groups as appropriate

- b. Develop excellent working relationships with key statutory and voluntary sector partners, especially the local Rough Sleepers Team (St Mungos), BCP council and other BCP Homelessness Partnership members

## 6. Other

- a. Ensure that all activities comply with all FW policies (esp. safeguarding, lone working, confidentiality, H&S); ensure safe working is understood and followed
  - b. Ensure all activities in relation to Housing Management including property management and tenancy management are in line with mandatory HIA policies and procedures.
  - c. In all dealings with statutory sector, faith groups and the general public, demonstrate the Faithworks' values and Christ's servant-hood nature;
7. Whilst prioritising a workload consistent with the requirements of the role, undertake any other suitable duties as requested by the FWW Homelessness projects manager.

### Person specification:

The successful jobholder will need to be able to work flexibly as occasional out of hours working may be necessary (for which TOIL will be given).

#### *Skills, competences and experience:*

- 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;
- A clear understanding of safeguarding issues and ability to assess and manage risk.
- Evidence of excellent organisational skills with ability to learn and adapt systems, and evidence of great time management
- Evidence of excellent communication skills both in order to inspire trainees and tenants, and in order to get the best out of team members, volunteers, or churches;
- Evidence of excellent team working, including successfully working with volunteers or helping to organise unpaid groups of people to achieve a common task;
- Ability to actively listen, empathise and act accordingly without judgement or prejudice
- Excellent inter-personal skills and evidence of being able to influence people
- Ability to use a computer, in particular MS Office programs (especially MS Word).
- Ability to travel around the BCP area

#### *Desirable skills:*

- Evidence of the ability to lead and partake in Christian prayer and events
- Knowledge of the local VCS/Faith sector, and community support available in BCP
- Evidence of Health & Safety and/or First Aid training/competence
- Experience of confidence of 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 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.