

Post title:	Half-time Welcome & Well-being Worker
Hours:	18 hours per week
Contract:	Permanent subject to funding
Salary:	Pro rata on full-time equivalent salary of £25,750-27,500 plus 6% employer contribution to pension)
Line Manager:	FW Homelessness Projects Lead

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 Christians to tackle homelessness.
- **Hope into Action (HIA) Franchise** – enabling churches to house the homeless

Our 3 initiatives offer a holistic, bespoke and trauma informed response to helping the homeless in BCP. People are our priority and central to the shape of our offer. We recognise that people need people, and we want to empower and enable people to have hope with positive relationships and a positive future.

Our approach takes its direction from our Faithworks strapline: we take time to *listen*, we *give hope* practically and spiritually, we take *action*, and we seek to *inspire* people to take their own steps forward. As one couple said to us: “you gave us Time, Love & Trust”.

Our **Half-time service** is based on the idea of a sports match: the first part of life may have been terrible, but the second part (however long or short) can be different – we believe in 2nd and 3rd and ... chances; the key is to take the time to “come off the pitch for a Team Talk”. Such team talk appointments take place with one of our trained Case workers at various locations in BCP. Appointments are made through our Helpline, and staff are available at St Mike’s Church Bournemouth throughout the week.

We are now looking for a new team member to help enhance our service at St. Mikes Church Bournemouth.

What is the Job purpose?

The job has 2 main purposes:

Warm welcome to Half-time

- At least twice a week, we open Half-time at St Mike’s for the street homeless. We want everyone there to be safe; it is not a drop-in, but there is a range of needs that people come with. Wisdom and skill are required to be that first person they meet, to identify the purpose of the visit, and know how to respond with compassion, kindness, grace and mercy.

Organisation of the “Thursday Club”

- Each week, we run a safe space for the vulnerably housed offering whole-person well-being activities to develop life skills and know they are valued. Many are bored and fall back into old ways alone in their rooms; so, this club (again not a drop in) is full of energy and hope.

Success will be seen in our “guests” knowing that they are welcome and can trust us.

Ideally, they will have experience of working with vulnerable adults (and preferably within drug & alcohol and/or mental health contexts). We are also looking for someone who can relate brilliantly to not only our “guests”, but to staff and volunteers and to partners from both churches and statutory partners. And we would love to have someone who is “always ready to give a reason for the [Christian] hope that is within them”.

Duties and responsibilities

1. Welcome – at Half-time and the Thursday club

- a. Work with volunteers to ensure the venue is set up to greet and serve guests.
- b. The environment is safe and accessible.
- c. Ensure appointment diary is maintained.
- d. Ensure all visits and reasons for visits are recorded.
- e. Liaise with Case workers on site re Appointment management / priority cases.
- f. Ensure practical needs are met for guests if identified (e.g. Drink / snacks, Shower, Toiletries, Washing drop-off /collection, Underwear / clothes)
- g. Ensure welcome area is managed safely and confidentiality is respected.
- h. Ensure reception is always manned.
- i. Attend briefings before opening and de-briefings after closing.
- j. Maintain risk awareness during session; identify and respond to any situations with the Homelessness lead and other staff.
- k. Make telephone calls with partners & statutory services / make appointments.

2. Well-being – the Thursday Club

- a. Working with the Homelessness Lead and other team, plan sessions in advance, researching options for activities or partners to attend
- b. Help to lead/facilitate sessions with the Homelessness Lead, engaging with the club members to check their welfare and identify any arising needs.
- c. Record attendance, arising needs and outcomes.
- d. Promote sessions throughout the week at Half-time.

3. Team member roles

- a. Answer **Helpline** enquiries, making sure they are dealt with appropriately and in line with procedures and where appropriate make appointments to see a case worker.
- b. Where there are no other suitable options for a particularly vulnerable person, and at the request of a Case worker or team member, help support a guest into **Emergency Accommodation under our “Safe Sleep” Initiative**. Assist in helping provide a ‘Welcome Rucksack.’
- c. Effectively respond to **enquiries and referrals** from external organisations such as Hospital Homeless Care Team, Probation Services, Health Bus etc. for Half Time / Safe sleep scheme ensuring all referrals are professionally handled, responded to in a timely manner, and recorded appropriately.
- d. Where main duties allow, provide **cover for the Half-time service** if required because of holidays, sickness etc.
- e. Attend relevant **team meetings** and prayer times ensuring that the rest of the Faithworks team are aware of activity, suitably sharing any relevant information where guests are accessing other services.

- f. Regularly input (with suitable confidentiality) to internal and external **prayer times**; be ready to offer prayer where appropriate for guests; ensure access to spiritual support for guests who request this through partner churches or other faith settings as desired.

4. **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. In all dealings with statutory sector, faith groups and the general public, demonstrate the Faithworks' values and Christ's servanthood nature.
5. Whilst prioritising a workload consistent with the requirements of the role, undertake any other suitable duties as requested by the FW Homelessness projects lead or CEO.

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 those in crisis, and some experience of responding to such needs with care and sensitivity - knowledge of the issues around homelessness is desirable.
- Experience in a similar role supporting vulnerable adults would be an advantage (e.g. people in addiction or with mental health issues)
- A clear understanding of safeguarding issues and ability to assess and manage risk.
- Experience of working with the public or an interfacing customer services role or reception work.
- Experience of working successfully with volunteers or helping to organise unpaid groups of people to achieve a common task.
- Experience of multi-tasking in a role. Evidence of prioritising needs and people, making sure highest possible customer care.
- Excellent communication skills both externally to inspire and offer hope, and internally in order to get the best out of volunteers etc.
- Excellent inter-personal skills, ability to work on their own and evidence of being able to influence people and work in a team.
- Ability to travel around the BCP area.

Desirable skills:

- Knowledge of church & community support available in BCP
- Evidence of Health & Safety and/or First Aid training/competence
- ICT and PC skills in relation to MS Office programs
- Knowledge of DDA working environment requirements

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 with practical, emotional and spiritual support.
- Resilience, determination, perseverance and enthusiasm.

- Outgoing personality, a friendly yet efficient style and the ability to establish a rapid rapport with people.
- Able to model a high standard of integrity to volunteers, church leaders and partners.
- A self-starter – can take initiative; but also, a willingness to learn new skills as systems and needs develop.
- Agile in responding to situations; always thinking about ways to improve the service.
- Willing to work flexibly (different times of the day / different days of the week).

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.