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**Job Advert**

**The Booth Centre, Project Worker (Advice Team)**

The Booth Centre is an innovative, advice and activity based day centre for homeless people in Manchester. People who use the Centre are centrally involved in the planning, evaluation, and delivery of the service. The Centre is recognised nationally as a beacon of best practice.

Our Advice team supports people who are sleeping rough to move off the streets and for them and other people who are homeless or at risk of homelessness to find supported and permanent accommodation or to reconnect to family or friends within the UK or in Europe. We also link people into health and other support services and support people to move into employment, education and training. We aim to help people to build positive social networks and to find a purpose which will take them away from street based lifestyles and improve their quality of life.

We are looking to employ a Project Worker who is positive, enthusiastic, reliable, energetic, flexible and proactive. Applicants need to be able to work alongside people to help them achieve their goals. Experience of working with homeless people is essential.

Applications from people who can speak an Eastern European language would be welcome, as would people with personal experience of homelessness, but these are not essential requirements.

Salary: £23,866 to £25,463 + 10% pension

Closing Date for Applications

31st August 12noon

Visit date: Wednesday 5th September, 8am to 1pm

Formal Interview Date: Friday 7th September

The successful applicant will be subject to an enhanced DBS check

An application pack can be downloaded from our website [www.boothcentre.org.uk/jobs](http://www.boothcentre.org.uk/jobs)

**Booth Centre Project Workers (Advice Team) – Background Information**

Thank you for your interest in our current vacancies. We are looking to recruit a Project Worker to support our Advice Team.

The role will involve:

* Identifying and building trusting relationships with people who need help to secure or maintain accommodation or access support services; this would be done informally in the centres’ garden and café.
* Carrying out assessments, delivering appropriate interventions and making appropriate referrals
* Supporting people to appointments if needed
* Carrying out all associated admin, including keeping accurate case notes, completing referral forms, maintaining monitoring records and producing quarterly reports
* Supporting a small team of volunteers and peer mentors
* Setting up and maintaining links with key external agencies and developing care pathways to help people access the services they may need

The core working hours are Monday to Friday 8am to 4pm. We offer 25 days holiday + bank holidays, rising to 30 days after 3 years. We pay 10% pension contribution for people who opt into the pension scheme. The post holder will need to be available to work on Christmas Day with a day off in lieu.

The Booth Centre has an open door policy and is extremely busy resulting in this role being both demanding and varied, so the ability to multi-task and to be able to diffuse confrontational situations while treating people with respect is an essential requirement for all staff.

The Centre works on community development and co-production principles and so the workers will be expected to help facilitate the full involvement of people who use the Centre. All workers take part in strategic meetings and support people who use the Centre to also take part in these meetings. Everybody, including staff, volunteers and people who use the Centre eat lunch together as part of the core values of the Centre.

We are not looking for people with specific qualifications such as social work however the post does require someone with experience of supporting people who are homeless to access housing and other support. The post holder will need experience of working with volunteers and will help to support our volunteers and peer mentors to deliver the service.

We would welcome applications from people who can speak an Eastern European language or Russian, as well as having excellent English, as 20% of people using the Booth Centre are from Eastern Europe. We would also welcome applications from people who meet the person specification but also have a personal experience of homelessness. However, these are not requirements.

The closing date for applications is date 31st August at 12noon. We have a two part interview process. Shortlisted candidates will be required to spend a morning in the centre, from 8am to 1pm on Wednesday 5th September. The aim of this is for the candidates to see the centre in operation and to talk informally to the people who use the centre, volunteers and staff. There will be an informal interview by people who come to the Centre during the morning and also a short computer test. This is all part of the selection process. The formal interviews will be held on Friday 7th September.

**Booth Centre, Project Worker (Advice Team) Job Description**

Job Title Project Worker (Advice Team)

Salary £23,866 to £25,463 (equivalent to NJC pt. 26 – 28)

Pension 10% contribution

Hours 40 Hours per week

Responsible to Advice Hub Co-ordinator

Responsible for Volunteers and peer mentors

**Main Tasks**

To help run a daily advice service and carry out all follow up work with the aim of enabling people who are homeless or at risk of homelessness to secure and maintain accommodation

**Advice and Support**

1. To support, encourage and motivate people to work towards short term goals which support their long-term aspirations.
2. To build relationships with people coming to the centre and identify people who need help to secure or maintain accommodation through working in the cafe and garden.
3. To carry out assessments, deliver appropriate interventions and make appropriate referrals
4. To take people to appointments if needed
5. Liaise and build positive relationships with other key agencies
6. To carry out all associated admin, including keeping accurate case records and completing referral forms
7. To provide cover for other members of the advice team when they are on leave

**Evaluation and planning**

1. To maintain recording and monitoring systems using both paper based and computer based systems
2. To deliver on the agreed targets
3. To assist with the evaluation and planning process, which includes participation of people who come to the centre
4. To produce reports as requested

**Strategic Work**

1. To assist in the development of the Centre, within its overall objectives, in consultation with the management and with the involvement of people who use the Centre
2. To contribute to the strategic work of the Centre through the collection of statistics, the provision of reports and through attending meetings both internal and external

# Operation of the Centre

1. To assist in the management of the centre and the programme of work, particularly;

* To ensure the security of the people who use the centre, volunteers, staff and the centre.
* To ensure health and safety and hygiene standards are adhered to
* To ensure that the centre is run in accordance with polices and guidelines.

**General**

1. To attend regular supervision sessions and staff meetings
2. To attend other meetings and training as requested by your line manager or the CEO
3. To undertake any other duties as requested by your line manager or the CEO
4. To carry out the above duties in a way which accords with the centre’s Vision, Mission and Values following policies and practice and in particular to show commitment to equality of opportunity**Booth Centre, Project Worker Person Specification**

# Skills and Knowledge

* Excellent customer service skills
* Excellent verbal and written communication skills
* Ability to work with people to help them to achieve their goals
* A working knowledge of homelessness legislation, welfare benefits,support service and safeguarding.
* Ability to organise and prioritise work
* Ability to react quickly to changing situations and to multi-task
* An ability to motivate people to change
* Ability to work as part of a team
* Computing skills, including word-processing and ability to use windows applications, including spread sheets and data bases
* An understanding of the principles of equal opportunities
* Commitment to the centre’s Vision, Mission and Values and willingness to work within policies and guidelines

# Experience

* At least 2 years experience of working with people who are homeless, providing support to help them to access and maintain accommodation.
* Experience of working in an empowering way with people
* Experience of motivating people to make positive changes in their lives
* Experience of working in a drop-in environment
* Experience of volunteering and/or managing and supporting volunteers
* Experience of working with people whose first language is not English
* Experience of working under pressure and dealing with challenging and sometimes aggressive behaviour

# Work Related Circumstances

* Willingness to work the core hours (Monday to Friday 8am to 4pm) and to be punctual and reliable
* Willingness to work on Christmas Day
* Willingness to undertake practical tasks including cleaning as required
* Willingness to attend occasional evening or weekend activities

**Application for employment**

**Post** Project Worker (Advice Team)

**Closing Date** 31st August 12noon

Applications should be emailed to [kate@boothcentre.org.uk](mailto:kate@boothcentre.org.uk) and receipt will be acknowledged if you are short listed you will be asked to sign the application at the interview

**Personal Information**

|  |  |
| --- | --- |
| **Surname** |  |
| **Other Names** |  |
| **Address**  **where we can write to you** |  |
| **Contact Telephone numbers**  **Daytime**  **Home** |  |
| **Email address** |  |

**2. Qualifications**

Please give details of your qualification (Academic and /or professional)

|  |  |  |
| --- | --- | --- |
| **Date** | **Qualifications** | **Level** |
|  |  |  |

**3. Employment History**

Please give details of past and present work. This can be paid work, voluntary work or work at home. Start with the most recent.

|  |  |  |
| --- | --- | --- |
| **Details**  **Including employer, job title, main areas of work and reason for leaving.** | **From** | **To** |
|  |  |  |

**4. Training**

Please give details of any training you have undertaken – including short courses.

|  |  |
| --- | --- |
| **Date** | **Details** |
|  |  |

**5. Start Date**

|  |  |
| --- | --- |
| **When would you be available to start?** |  |

**6. Supporting Information**

Please use this space for additional information in support of your application. Try to show how you meet the criteria outlined in the person specification. Please include relevant personal experience that would help you to fulfil this role. You may make this section a maximum of 2 A4 pages (any additional information will be deleted before it is given to the selection committee), minimum font size12pt.

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## **References**

Please give the names and addresses of two people to whom references can be made. Please indicate the capacity in which they know you. One referee must be your present or last employer. References will be taken up for all short listed applicants before the interviews.

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| --- | --- |
| **Name** |  |
| **Address** |  |
| **Telephone No.** |  |
| **Email address** |  |
| **Relationship to you** |  |

|  |  |
| --- | --- |
| **Name** |  |
| **Address** |  |
| **Telephone No.** |  |
| **Email address** |  |
| **Relationship to you** |  |

**8. Criminal Record**

This post is subject to an enhanced DBS check as it will involve work with vulnerable adults. Disclosure of convictions will not automatically discount you from interview or appointment.

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| **Do you have any convictions?** |  |
| **If yes** – please attach a file marked “Amanda Croome - private and confidential” detailing the convictions(s) together with any information which you believe relevant and attach it with your completed application form. | |

**9. Declaration**

I confirm that the information given on this form is true and correct to the best of my knowledge and belief.

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| --- | --- | --- | --- |
| **Signed** |  | **Date** |  |