



Chapel Homes Empowerment Worker Job Description
The Chapel Gym, Elizabeth Street, Corby, NN17 1TU.
Registered Charity no. 1185403

Job Title:	Chapel Homes Empowerment Worker
Hours:	10 hours per week
Internal Working Relationships:	Trustees and volunteers, St John's Church congregation and volunteers, Chapel Homes & Chapel Gym Team. Hope into Action Support Centre Staff, Wider Hope into Action network.
External Working Relationships:	Local Authority, Referring Agencies, Supporting Agencies, Wider Church.
Line Manager	Gym Manager & Chapel Homes Project lead
Work Base	The Chapel Gym
Pay	Circa £28,000 per annum based on a full time role (pro rata for part time)

1. Job Purpose

To support and empower tenants to sustain their tenancies, develop independence and successfully move on, working in partnership with churches and support agencies.

2. Main Responsibilities

Tenant Empowerment

- Support, empower and lead tenant journeys, starting with referral and finishing with move-on.

- Ensure tenants are fully aware of the rules, boundaries and consequences of their actions.
- Encourage tenants to manage their tenancies and build positive relationships.
- Give advice and signpost to other agencies when necessary.
- Work alone when necessary in accordance with our Lone Working Policy.
- Conduct, report and update tenant Risk Reduction Plans (RRPs) and Personal Development Plans (PDPs).

Administration

- Lead the assessment and referral process of potential tenants.
- Lead the case work for each tenant.
- Complete relevant paperwork as you journey alongside tenants and Partner Church volunteers.
- Make guided decisions around disciplinary measures required for tenants.
- Keep relevant paperwork and files up to date and compliant with relevant legislation.
- Write end of month reports for Line Manager.

Empowerment – Tenants and Churches

- Empower tenants to reach their full potential and successfully move on from our house(s).
- Meet and maintain house occupancy levels and understand house finances.
- Ensure that all tenants meet their financial obligations.
- Ensure new tenants set up regular rent and personal charge electronic payments (where possible) and retain oversight concerning ongoing payments, delivering warnings and plans for repayments should arrears arise.
- Fill in monthly outcome reports and produce casework notes for all tenants.
- Be an appropriate and effective advocate for the tenants.
- Liaise between organisations to ensure that tenants do not miss crucial appointments
- Attend tenant casework review meetings and staff supervision meetings.
- Support tenants to move into stable accommodation and where necessary take a lead on eviction adhering to relevant processes and policies.
- Complete the relevant paperwork and deliver all levels of warnings and disciplinaries to tenants when appropriate, whilst remaining accountable to line management and church partners.
- Assist with the training and support of Partner Church volunteers.
- Assist with the communication between Partner Church volunteers and Hope into Action.
- Contribute to Partner Church communications and prayer updates.

Property Management

- Carry out monthly property checks, ensuring that all fire and health & safety issues are managed in accordance with the relevant policies and procedures.
- Manage the collection and recovery of rent charges by ensuring the completion of housing benefit claims as per the procedure.
- Conduct regular home visits identifying and responding to tenancy breaches appropriately.

Partner Church Empowerment

- Keep Partner Church volunteers enthused and equipped for their roles.
- Support Partner Church volunteers to fulfil their roles.
- Keep the Partner Church informed and keep the project in the congregation(s)'s prayers.

Spiritual Leadership

- Devote time in prayer for and with tenants, Partner Church, Chapel Homes and the Hope into Action team.
- Partake and lead in spiritual events when required (such as away days, church events).
- Share ideas with Team Lead /Line Manager for wider prayer/church awareness.
- Work with the Team Lead / Line Manager to plan personal spiritual retreat days, as required.

Other

- Maintain and strengthen current systems, offering suggestions for improvement where required.
- Attend away days, spiritual retreats, Teams meetings, training days and other events.
- Identify training opportunities for yourself.
- Assist with other work, events or situations as needed.

General

- You will need a flexible and professional approach.
- Occasional evening and weekend work may be required given the vulnerability of some of our tenants.
- Lone work when necessary.

- This post requires an Enhanced DBS check with barred lists.

3. All Staff Responsibilities

- Work in accordance with Chapel Gym policies, procedures and values.
- Maintain confidentiality and comply with GDPR requirements.
- Promote safeguarding and the welfare of all members and service users.
- Observe all Health & Safety requirements and contribute to a safe working environment.
- Demonstrate compassion, integrity and respect in all interactions.
- Support and promote the Christian ethos, mission and values of The Chapel Gym.

4. General

This job description outlines the main duties and responsibilities of the post and is not intended to be an exhaustive list. Duties may be amended from time to time following consultation with the post holder to meet the changing needs of the organisation.

Person Specification

ESSENTIAL

a) Education

- Evidence of a sound education.

b) Experience

- Knowledge and understanding of safeguarding issues.
- Experience of assessing and managing risk.

c) Skills / Abilities

- Ability to listen actively, empathise and act accordingly without judgement or prejudice.
- Ability to sustain, develop and evaluate individually tailored support programmes.
- Keen to network and build relationships both in Secular and Christian contexts.
- Ability to lead and partake in prayer / thanksgiving / worship events and demonstrate sympathy with the Christian faith.
- Passionate about the mission and values of Hope into Action.
- Excellent communication skills, written, verbal and negotiation.
- Proficient with Microsoft Office, Word, Excel, Outlook and PowerPoint.
- Ability to work under pressure and consistently deliver a high quality of service.
- Able to relate with the team, but also able to work alone, take initiative and manage and prioritise a diverse workload.
- Quick learner, well organised and able to adapt quickly to changing situations.
- Flexible approach to working with a variety of individuals.
- Ability to sustain, develop and evaluate working practises and personal style.

DESIRABLE

a) Experience

- Experience working with vulnerable people.
- Experience of working in housing within an organisation.

b) Skills / Abilities

- Experience and / or knowledge of supporting other tenant groups with which you would be working e.g. refugees, ex-offenders, families, asylum seekers etc.
- Confident approaching Church leaders with ability to motivate, inspire and build a team of church volunteers.
- Able to express a heart and vision for how the church effectively serves those facing deprivation and low aspirations in ways which co-develop programmes to build community and total wellbeing.
- A driving licence or ready access to public transport.