

Outline

Job Title: Homeless Project Lead
Location: Corby
Hours: Full Time – 37.5 hours varied according to rota
Salary: £24750 per annum



Job Description

Our Corby Homeless Project Lead will help oversee the day to day running of our homeless accommodations in Corby. The accommodation is a short-medium term solution for homeless individuals, and houses people with low to medium support need with the aim of moving them into their own accommodation.

The project lead will work with both staff and volunteers to deliver a service for clients that is strengths-based and person centred, with a focus on removing barriers to maintaining a tenancy so that they can be successfully moved on into permanent accommodation.

The post holder will work with staff to develop support plans, and will take on the complex or high need cases. The individual will work closely with the rough sleeper team, council housing options team and other local supported accommodations.. It may also involve facilitating support once a client has moved on to help them retain accommodation.

The role will be a lead on site for all staff and volunteers, and will work with the Homeless Services Manager to recruit, train, induct and manage staff and volunteers. They will be responsible for the day to day compliance with policies and procedures, as well as health and safety, and logistics.

This role will also involve promoting the work of the project to potential supporters, volunteers, and partners. This could involve attending meetings, recruiting volunteers, sharing our work on social media, liaising with funders and identifying funding opportunities. The role will also ensure external partners and supporters remain up to date with our work and success.

The post holder will need knowledge, understanding and compassion around homelessness, poverty and addiction, or similar environments such as mental health. The individual will need to be able to constructively challenge individuals, make difficult decisions and be proactive in engaging residents in the support we provide.

This is an opportunity to join a brilliant, enthusiastic team, and to support and enable them in delivering a service which has residents at the forefront of all they do.

Main Responsibilities

Residents

- Support staff to work with residents to identify and build their pathway and access support services
- Support complex cases or high need residents, and support other staff in their key working.
- Implement meaningful activities and opportunities for residents
- Oversee preparation of clients for move-on into the community
- To assertively manage conflict and anti-social behavior
- Obtain and use feedback gathered from clients to improve service delivery

- Empower and motivate individuals using a person-centered approach
- Oversee assessments, inductions and risk assessments of new residents
- Deliver interventions and hold responsibility for key decisions about a resident's journey
- Manage the housing benefit, service charge and rent, including identifying and resolving arrears and issues
- Oversee the operations of the project, ensuring all staff are working within policies and procedures and that the residents are well supported and engaged with the service
- To ensure that all residents and clients are treated with respect and supported to enable them to move into permanent accommodation

Team

- Line management of staff within the project
- To identify training requirements for staff as applicable
- Ensure that the staff, volunteers and project are resourced effectively
- Ensure staff are working within policies and procedures
- To work with Homeless Services Manager to manage annual leave, sickness, rotas and staff hours

Project operations

- Work with the Homeless Services Manager to remain within budget on the project according to the financial spending policies
- Assist in the development of processes and policies in relation to the project
- Ensure the project remains safe for all residents, staff and visitors and adheres to health and safety processes, and procedures
- Have overall responsibility for ensuring upkeep, logistics and safety of project
- Collate and complete reports and statistics as required

External

- Develop collaborative networks with other agencies to help homeless individuals
- To identify funding opportunities and liaise with fundraisers accordingly
- To manage relationship with external stakeholders, partners and supporters
- Promote the work of the project externally, including volunteer recruitment
- To work with housing associations, private landlords and the Council Housing team to source safe and suitable accommodation for individuals
- Represent Encompass at meetings and events
- Keep up to date with legislation and funding

General

- Maintain clear and consistent boundaries, confidentiality, and professionalism
- Be part of an out of hours on-call rota for emergencies
- Arrange team meetings and events as required
- Liaise with colleagues in other projects accordingly
- The role will attend meetings and events outside of working hours on occasion, so some flexibility is required
- You may be asked to travel to other locations of the project to either contribute or provide cover and support, or to attending meetings, so ability to travel either with a car or on public transport is required
- To adhere to Encompass values and code of conduct

The above is not a comprehensive task list but is illustrative of what the role will entail, and we reserve the right to change and review the job description and responsibilities. Job descriptions will be subject to review and possible change on an annual basis subject to project and charity priorities.

Person Specification

Criteria	Essential	Desirable
Experience		
Experience working with those who are homeless, rough sleepers or in supported accommodation or similar environments such as addiction, mental health or offenders	✓	
Experience of working within a homelessness, housing management or supported accommodation environment	✓	
Experience of working with multiple agencies to support clients	✓	
Experience of casework management		✓
Experience of managing external relationships, including volunteers, stakeholders, partners and supporters		✓
Knowledge		
Knowledge of the benefits system and the work of other agencies such as the job centre, debt and advice, mental health support etc.	✓	
Knowledge of legislation surrounding homelessness, supported accommodation and other issues faced such as mental health		✓
Knowledge of data protection practice and process	✓	
Knowledge of safeguarding (vulnerable adults and children)	✓	
Knowledge of trauma informed care and psychologically informed environments		✓
Skills		
Computer literate and able to work with a database and Microsoft office	✓	
Able to communicate effectively, both verbally and in writing, and with language barriers	✓	
Ability to work independently and manage workload effectively	✓	
Able to clearly implement and maintain boundaries with clients	✓	
Able to facilitate constructive discussions with various parties	✓	
Able to make difficult decisions and have relevant conversations around these	✓	
Emotional resilience to deal with longer term or repeat clients	✓	
Able to adapt style and approach based on individual needs	✓	
Able to work creatively and innovatively, overcoming challenges and identifying solutions	✓	
Other		
This role will involve varying working hours with some evenings and in emergencies, sleeping nights, as necessary. Ability to be flexible with these is absolutely essential	✓	
Valid driving license with access to own vehicle (there will be travel required across the county)	✓	
Enhanced Adult workforce DBS (can be applied for upon successful application)	✓	
Two references – at least one must be professional	✓	

To apply:

To apply, please send **your cv and a supporting statement** outlining how you fit the person specification and have experience required for the job description (no more than 2 side of A4 size 12 font).

Please email these to amy.byfield@encompasscharity.org.uk with the subject line "Corby Project Lead".

Closing date: 5pm on 18th February 2024

Interview date: TBC

For more information, please email amy.byfield@encompasscharity.org.uk or call 01933 733001

We are reviewing applications on a rolling basis so please apply as soon as possible.