



EPSOM

## EMPOWERMENT WORKER: JOB DESCRIPTION

|                                        |                                                                                                                                        |
|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| <b>Job title:</b>                      | Empowerment Worker                                                                                                                     |
| <b>Hours and salary:</b>               | 10 hours per week (flexible working)<br>£23,000 to £26,000 per annum pro rata depending on experience                                  |
| <b>Responsible to</b>                  | Hope into Action: Epsom                                                                                                                |
| <b>Internal working relationships:</b> | Hope into Action: Epsom trustees and volunteers<br>Partner Church congregation and volunteers<br>Hope into Action staff at Head Office |
| <b>External working relationships:</b> | Local Authority<br>Referring agencies<br>Supporting agencies<br>Wider local church                                                     |

## Job Purpose:

### Tenant Empowerment

- To support, empower and lead tenant journeys, starting with referral and finishing with move-on
- To ensure tenants are fully aware of the rules, boundaries and consequences of their actions
- To encourage tenants to manage their tenancies and build positive relationships
- To give advice and signpost to other agencies when necessary
- Empower tenants to reach their full potential and to successfully move on from the home
- Ensure that all tenants meet their financial obligations to Hope into Action: Epsom
- Fill in monthly outcome reports and produce casework notes for all tenants
- Be the main source of advocacy for all tenants
- Liaise between organisations to ensure that tenants do not miss crucial appointments
- Train and support Church volunteers
- Lead on communication between Church volunteers and Hope into Action: Epsom
- Attend tenant casework review meetings and staff supervision meetings
- Make guided decisions around disciplinary measures required for tenants with support from the Line Manager

### Partner Church Empowerment

- To keep Church volunteers enthused and equipped for their roles
- To support Church volunteers to fulfil their roles
- To keep the Partner Church informed and keep the project in the congregation's prayers
- To help raise awareness of Hope Into Action
- To assist with seeking opportunities to get new Churches into partnership
- To pray with the Partner Church and Church volunteers



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## Main Tasks

### Spiritual

- To be a Christian witness and presence to all with whom you work
- Devote time in prayer to tenants, volunteers, Partner Church and Hope Into Action
- Partake in spiritual events when required (such as away days, church events)
- Contribute to Partner Church newsletters and prayer updates
- Share ideas with Hope into Action: Epsom for wider prayer/church awareness

### Administrative

- 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
- Keep relevant paperwork and files up to date and compliant with relevant legislation
- Meet and maintain house occupancy levels and understand house finances with support from Line Manager

### Other

- To work alone, when necessary, in accordance with our Lone Working Policy (see Staff Handbook). An office base will be available at Epsom Methodist Church
- To work flexible hours in agreement with line manager and as appropriate to fulfil the requirements of the role
- Maintain and strengthen current systems offering suggestions for improvement where required
- Attend away days, spiritual retreats, skype/zoom meetings, training days and other events
- Identify training opportunities for yourself
- Assist with other work, events or situations as needed

## Person Specification

| Skill                                                      | Essential | Desirable | Useful |
|------------------------------------------------------------|-----------|-----------|--------|
| Ability to lead and partake in Christian prayer and events |           |           | ✓      |
| Experience working with the homeless and/or vulnerable     |           | ✓         |        |

| Skill                                                                                                       | Essential | Desirable | Useful |
|-------------------------------------------------------------------------------------------------------------|-----------|-----------|--------|
| Ability to actively listen, empathise and act accordingly without judgement or prejudice                    | ✓         |           |        |
| NVQ Level 3 in Information, Advice and Guidance                                                             |           |           | ✓      |
| Experience and/ or knowledge of working with other similar support and housing agencies                     |           | ✓         |        |
| Experience and/ or knowledge of supporting refugees, migrants and asylum seekers                            |           |           | ✓      |
| Ability to sustain, develop and evaluate individually tailored support programmes                           | ✓         |           |        |
| Ability to sustain, develop and evaluate working practises and personal style                               |           | ✓         |        |
| Self-motivation and initiative plus a good work ethic and ability to encourage                              | ✓         |           |        |
| Experience working with adults in a vulnerable position                                                     |           | ✓         |        |
| Keen team player with ability to work independently when required                                           | ✓         |           |        |
| Quick learner and able to adapt quickly to changing situations                                              | ✓         |           |        |
| An interest in current political, social & financial developments which may impact the lives of our tenants |           |           | ✓      |
| Keen to network and build relationships both in Secular and Christian contexts                              |           | ✓         |        |
| A clear understanding of safeguarding issues and ability to assess and manage risk                          | ✓         |           |        |
| Good organisation skills with ability to learn and adapt systems                                            | ✓         |           |        |
| Excellent written and verbal communicator with computer literacy                                            |           |           | ✓      |
| Flexible approach to working with a variety of individuals                                                  | ✓         |           |        |



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| Skill                                                                      | Essential | Desirable | Useful |
|----------------------------------------------------------------------------|-----------|-----------|--------|
| A current driving licence                                                  |           | ✓         |        |
| Experience working ecumenically or with a range of Christian denominations |           |           | ✓      |
| Confidence approaching Church leaders and organisation leaders             |           | ✓         |        |

## Terms and Conditions

- A three-year contract with in-built 6-month probationary period
- 10 hours per week (with flexible working). Occasional evening and weekend work may be required given the vulnerability of some of the tenants
- Salary £23,000 to 26,000 pro rata, depending upon experience
- Responsible to trustees of Hope into Action: Epsom
- Meet every 4 weeks with Neil Dallen (project lead) for review and support
- Meet annually with Neil Dallen (project lead) and Chris Shaw (chair) for appraisal
- Have 20 days holiday entitlement per year, plus bank holidays and days off in lieu
- Be subject to enhanced DBS Disclosure check and undertake safeguarding training as required
- Sickness / Maternity & Paternity / Pension Plan are all outlined in our Staff Handbook