

## Job Description

**Job Title:** Support Work Manager

**Responsible to:** Accommodation Services Manager

**Job Purpose:** Assist the Accommodation Services Manager by providing the day-to-day running of Action Foundation's housing projects particularly providing and overseeing the provision of case management support to our clients as required. We currently have 24 houses with up to 82 clients across all housing services, supported by 7 Support Workers

Support the Accommodation Services Manager in the development of these and other services as appropriate including legal registration with OISC to assist Support Workers to provide legal advice to clients

**Time Commitment:** 35 Hours per week

**Salary Scale:** £27,732 – £32,223 per annum - plus 6% pension contribution

**Contract:** Permanent (following 4-month probationary period)

### Organisational context

Action Foundation is an award winning charity started by City Church Newcastle that provides opportunities for migrants to overcome their exclusion, isolation, and poverty. This is currently expressed by providing accommodation and support for new refugees at risk of homelessness (Action Letting), people who are destitute and have been refused a claim for asylum in the UK (Action Housing) and community English classes for any migrant unable to access mainstream ESOL classes (Action Language). We have also more recently started a digital inclusion project and weekly drop-in's in Newcastle (InterAction) to support isolated migrants in need of connection to others socially as well as to key services to support their integration, orientation, and independence.

The charity currently delivers its services from premises in Newcastle and Sunderland, with housing across Tyne and Wear. However, we have also delivered contracts and supported other organisations providing similar services throughout the North East region. Having been established for over 12 years the charity has grown to support over 1,500 people a year with approximately 200 volunteers, 30 staff and a turnover more than £1.5m.

## **Duties & Responsibilities:**

### **Staff Management.**

- Undertake staff supervision, support, and performance appraisals to 7 Support Workers in the Housing/Hosting/Letting team
- Ensure consistent delivery of the work allocated to the Support Work team especially in relation to targets/outcomes agreed
- Oversee and develop appropriate record keeping maintained by staff
- Organise external and internal delivery of staff training where appropriate
- Manage staff relations, workloads, performance, and general health and safety
- Empower, support and motivate staff

### **Client Support Work.**

- Support a caseload of clients by providing advice and guidance to staff on client's support needs
- Ensure all notes and actions related to client support are recorded, using and developing our digital system (Inform) to generate performance management KPI's, statistics and records
- Lead support review meetings to ensure positive outcomes for clients
- Advocate on behalf of clients to enable access to all appropriate support – including food, hardship/crisis support, welfare benefits, including Universal Credit, and housing benefit, health services, etc. including site visits where necessary
- Assist clients to access; work and volunteering, ESOL and other college courses, move-on accommodation and accessing other support agencies as appropriate
- Support clients to help them fulfil the requirements of their Occupancy Agreement with Action Foundation and undertake appropriate action where breaches occur
- Oversee all new applications for access to the services and allocate accommodation to new clients as appropriate, managing a successful referrals process and minimising voids
- Allocate new clients to Support workers and work with the Accommodation Services Manager to review caseloads on an ongoing basis

### **General responsibilities.**

- In the absence of the Accommodation Services Manager, oversee any emergency or pre-planned maintenance work required at properties
- Manage out-of-hours emergency cover responsibilities
- Assist the Accommodation Services Manager to develop new areas of work as appropriate. Specifically, in the short term this will require involvement in:
  - Personal and organisational registration with OISC to level 2 and development of staff in providing legal advice and support to clients
- Lead on new areas of work
- Ensure work is completed to a high professional standard and that relevant Action Foundation procedures are adhered to, including health and safety, and safeguarding
- Represent the charity / projects in external forums and contexts as appropriate
- Involvement in the Accommodation sub-group as part of the Leadership team
- Financial responsibilities:
  - variety of areas of financial handling totalling c. £2000 month
  - monitoring of Housing Benefit and Personal Service Charge payments
- Any other duties as directed by the Accommodation Services Manager

## **Personal Specification/Key Competencies**

### **Knowledge/Experience.**

- Working in a casework environment (essential)
- Experience of working with vulnerable adults (essential)
- Experience of running administration systems and practices (essential)
- A good working knowledge of the welfare benefits system (essential)
- A knowledge of health and safety and safeguarding practices (essential)
- Experience of managing client confidentiality (essential)
- Experience of project and staff management (essential)
- An ability to maintain safe working boundaries (essential)
- Assisting Universal Credit/JSA claimants with job searches (essential)
- Keen awareness of the issues facing asylum seekers and refugees
- especially regarding access to services, welfare, and rights (desirable)
- Working with interpreters and speakers of English as a second language (desirable)
- Experience in assisting clients to secure settled move-on accommodation (desirable)
- Accredited to provide up to OISC Level 2 Immigration Advice (desirable)
- If not accredited to OISC Level 2 you will be required to undertake
- training and pass OISC Level 2 in order to pass your probation period (essential)

### **Skills/Abilities.**

- Able to use own initiative to solve problems (essential)
- Leading and motivating a team (essential)
- High standards in the use of computer software e.g.: Outlook, Inform etc (essential)
- Excellent written and verbal communication skills (essential)
- Able to achieve targets/outcomes (essential)
- Works well in a team as well as independently (essential)
- Collaborative approach to working with local and regional organisations and government departments to develop strong partnerships (essential)
- Ability to multitask, work effectively under pressure and prioritise work (essential)
- Strong interpersonal skills (essential)
- Excellent organisational and planning skills particularly in time management (essential)

### **Personal qualities**

- absolute integrity with a commitment to transparency and openness (essential)
- to be committed to supporting vulnerable migrants (essential)
- to be supportive of the ethos and values of the charity (essential)

This post would require a DBS check and the taking up of two references.

Action Foundation is an Equal Opportunity employer, and we welcome applications from all sectors of the community