

Job description

Job title: Education, Training, Employment (ETE) and Move on Worker

Reports to: Service Manager, Supported Accommodation Services

Salary: £33,132 plus benefits

Contract: permanent, full time working on a rota

About us:

The Cardinal Hume Centre works to prevent and tackle youth and family homelessness. We:

- Provide a home with support for up to 39 young people
- Support children and families in housing or other need
- Offer housing and welfare rights advice to help people keep or find a stable home and to manage their money
- Advise and coach people to find work, learning or training
- Provide immigration advice to help people secure their legal right to remain in the UK to access homes, work and benefits.

Last year we helped over 1400 people including over 700 families and 300 children and young people, aiming to break the cycle of homelessness and poverty from a young age. Our approach is personalised, acknowledging the unique complexities of each individual through six key services: residential; family support, legal advice, employment, education and immigration advocacy.

The Centre is based within five minutes' walk from Parliament but works in an area where homelessness in nearly all its forms has increased. Around 3,800 children from Westminster are housed in temporary accommodation. Over 25% of children live in poverty. Families face unaffordable housing costs, a challenging labour market and rising levels of crime.

With an annual income in the region of £3.5 million, the Centre currently employs around 65 dedicated members of staff and around 45 volunteers.

Team context:

This role reports to the Service Manager in the Supported Accommodation team. You will be required to work within the supported accommodation team and liaise effectively with the Employment and Learning team based in the Hub.

About the role:

You will work collaboratively as part of a committed team to deliver an outstanding service and a range of personalised support that focuses on Education, Training and Employment and empowers them to achieve their goals in moving on to independence and thrive in adult life. Contribute to the day-to-day services by undertaking a range of tasks to ensure the safe operational management of our supported accommodation service.

Working Pattern:

Average of 35 hours in a 40-hour week worked on a rolling rota (including weekends and Bank Holidays). Shifts are 8 hours (inclusive of a 1-hour unpaid lunch break) and include early, late and flexi/cover shifts.

Accountabilities:

We use Psychologically and Trauma informed approaches to support our residents to develop new ways of thinking and to move on to independence.

You will:

- Provide high quality, effective support with our 5 residents in our move-on accommodation, Basil Hume House.
- Co-produce bespoke support and move-on plans, focusing on Education, Training and Employment.
- Take the lead on ETE and Move On for residents in our other Supported Accommodation services and be the link to our Employment and Learning Team to improve cross Centre working.
- Involve key stakeholders such as Social Workers, Personal Advisors and other support providers where appropriate.
- Organise and conduct regular planned reviews of support plans and risk assessments in line with our Support Timeline.
- Engage residents to meet agreed outcomes in furthering their ETE and move on.
- Identify and promote opportunities for employment, education and training and supporting all residents across our services to remove barriers to accessing these opportunities.
- Signpost and accompany residents to appropriate internal and external support services.
- Support residents to be 'ready for move on' to enable successful move on to independent living such as Social Housing or the Private Rental Sector.
- Support residents to be financially independent through budgeting plans and maximising income.
- Ensure the safety of our residents by following CHC safeguarding procedures, recognise and act on any significant risk, and escalate appropriately.
- Record and update clear, factual, accurate, strengths based resident information on Inform and assist in the reporting of Key Performance Indicators.

Job description:

You will:

- Facilitate the referral process into the service and use strength-based approaches to assess potential new residents.
- Work with residents to maintain a safe environment by reporting repairs and health and safety concerns.
- Develop, plan and facilitate a programme of activities to increase resident wellbeing and independence.
- Seek the opinions of residents to shape service delivery, via surveys and regular Resident Meetings
- Clear and prepare flats to ensure they are re-let promptly.
- Resolve difficult and challenging situations in a sensitive and informed way, balancing the needs of the individual with responsibilities for the safety of the service.
- Develop and maintain local partnerships to provide a holistic range of support for residents.
- Carry out day-to-day administration and other operational duties as required.

Person specification

Essential:

1. Experience in supporting clients in Education, Training and Education.
2. Experience of delivering structured, person centred support and risk assessment.
3. Be a team player, caring, empathetic, flexible and have a resilient, can-do attitude.
4. Experience and evidence of working within CHC values, behaviours framework and theory of change.
5. Demonstrate initiative and confidence to make and act on decisions.
6. Excellent verbal and written skills, including administrative and IT skills. To be able to produce reports and other communications.
7. Understanding of safeguarding children and vulnerable adults

Desirable:

- Experience of working in a charity or organisation working with vulnerable people
- General knowledge and awareness of the issues around youth and family homelessness.
- Knowledge of Psychological or Trauma Informed approaches to support.
- Experience of working in challenging environments with the ability to plan, prioritise, organise tasks to achieve results.
- Knowledge of current benefit systems.

Our people - we believe each person matters:

Our clients

Our clients guide everything we do. We're here to help children, families and young people experiencing or at risk of homelessness, or clients who have urgent needs that can be met at the Centre and not elsewhere.

We value every person; this is central to our work

We seek to develop trusting relationships with our clients. We rely on them to help us improve and develop our services so we include them wherever possible in our work.

Our staff and volunteers

Our staff and volunteers are diverse in their backgrounds, and their skills and experience. Many have lived experience of the challenges our clients face. We are proud of our warm welcome and our team's commitment to support people facing disadvantage to escape the cycle of poverty and homelessness.

The Centre's [website](#) has more about our work including our [approach](#), our [strategy](#) and our [values](#) and behaviours.