

# Homeless Progression Worker

## Job Description



**Salary:** £24,675 (pro rata).

**Pension:** 6% pension contribution

**Hours:** 21 hours (days/hours to be agreed, but availability on Wednesdays is essential).

**Place of Work:** Shiloh Support Centre, 15 Station Road, Rotherham, S60 1HN.

**Holidays:** 28 days per annum (pro rata)

**Responsible to:** Homeless Services Co-ordinator

**Length of Contract:** This is a permanent post subject to funding

### About Us

Shiloh Rotherham is a charity that offers support to adults who are homeless or at risk of homelessness. Our team of staff and volunteers work with partners to provide services at our Support Centre and within the community. We offer a safe place where our guests will be accepted and supported throughout their time with us. We work alongside guests (service users) to help them to plan for and realise a better future. Our services are wide ranging covering: Advice & Support, Health & Wellbeing, Skills & Training and Catering & Practical Support.

Our vision is for everyone to have a safe place to call home and have the opportunity to live independently with a good quality of life.

Shiloh was founded in 1992 on Christian beliefs and the values of the Christian faith remain at the heart of what we do. As a charity, we believe that Jesus cared for those in need, and we want to do the same. We provide an inclusive place of support where guests are loved and cared for regardless of their beliefs. Shiloh staff & volunteers are not required to be a Christian, but they must demonstrate an empathy with the vision, values, and mission of the Charity.

### About the role

We are looking for a Progression Worker who is passionate about developing and supporting adults to progress and achieve their goals. Operating primarily from our Centre, you will provide support to individuals as well as to groups through our weekly drop-in sessions and activities. You will often be the first point of contact for people who are experiencing a crisis. You will compassionately assess their needs and either provide support directly or refer to colleagues and/or partners for assistance as required. You will also have a small caseload of your own guests so that you can use your skills, knowledge and partnership links to help them realise their goals.



## Main Duties and Responsibilities

- Carry out initial assessments of guests to determine their needs and support requirements.
- Provide direct support to adults with a range of needs including; homelessness, substance misuse, mental health, debt and/or long term unemployment. Support to be provided on a 1:1 and group basis.
- Work with guests to develop their support/action plan, encouraging and helping them to realise their personal goals.
- Enable guests to develop the knowledge, skills and confidence they need to achieve the following outcomes; improved housing situation, increased resilience and personal decision making, improved health and wellbeing, improved skills and knowledge, increased access to services.
- Support the design and delivery of group activities both within the Centre and in the community that provide guests with opportunities to achieve their personal goals and outcomes (current activities include Cooking, ICT, Bike Maintenance, Tenancy Preparation & 5 Ways to Wellbeing).
- Manage your own small case load of guests, being proactive in motivating and empowering them to engage with services and progression opportunities.
- Submit referrals to external partners as required, ensuring that guest engagement and progress is followed up.
- Identify and support suitable guests to step into appropriate volunteering roles within Shiloh.
- Accurately record guest data and monitor their progression using the Outcome Star within our IT database.
- Take part in regular team meetings reviewing each other's case load and taking part in reflective practice.
- Work alongside and offer support to a team of volunteers who assist in the delivery of services within the Centre.
- Develop and maintain excellent working relationships with partners both within the Support Centre and in the community.
- Be available to join colleagues and partners on early morning street outreach walks to engage with, and ensure the welfare of, anyone found sleeping rough.

## Work environment

- Shiloh provides a place of refuge for those in need of support. Guests may present at the Centre as homeless, in unsuitable accommodation, under the influence of substances, or struggling with mental health conditions. You will play a key role in maintaining a safe and welcoming environment for everyone who accesses our services/activities.
- The role will be based both within the Support Centre and in the community. Community activities may include; outreach support to residents at temporary/supported accommodation venues, supporting guests to attend appointments/meetings; supporting group sessions e.g. tenancy preparation etc.
- There may be long periods of time where the role holder will be on their feet, and some lifting of heavy objects may be required as part of delivering some activities.
- Shiloh is a small charity with a staff team of 9. We therefore expect you to approach change with a positive attitude and help others to embrace new opportunities.



## General Tasks

- Perform your duties in a manner that positively reflects the vision, values and mission of Shiloh Rotherham
- Willingness to take on other duties as required to further the aims and objectives of Shiloh Rotherham
- Take part in training and personal development and participate in Shiloh Rotherham team meetings, staff development, away days and reviews
- Provide cover for absent colleagues as required.
- Adhere to all of Shiloh Rotherham's policies and procedures in particular our Equal Opportunities, Confidentiality and Health and Safety policies.
- The role holder may be required to travel to carry out their duties, therefore a full UK driving licence and access to a road worthy vehicle is desirable.

## Equality and Diversity

Shiloh Rotherham will make reasonable adjustments to accommodate people with disabilities. Equality and diversity is at the core of our values and staff are expected to work collectively and individually to promote a constructive and sensitive approach to others from a variety of backgrounds, where the work of others is valued and respected.

## Disclosure & Barring Service Check

This post involves working with vulnerable adults and therefore if successful you will be required to apply for a Disclosure and Barring Service records check at an enhanced level. Further information about the Disclosure Scheme can be found at [www.gov.uk/disclosure-barring-service-check](http://www.gov.uk/disclosure-barring-service-check)



# Progression Worker Person Specification



## Training & Knowledge

- Evidence of professional development in subjects and topics relevant to the role (E)
- Knowledge and understanding of the issues affecting adults who are homeless or at risk of homelessness (E)
- Knowledge of the welfare benefits system (E)
- Knowledge and understanding of safeguarding procedures for vulnerable adults (E)
- Knowledge of housing solutions & pathways for homeless adults (D)

## Relevant experience

- 2 years' experience in a similar role supporting adults, including those who are hard to reach and struggle to engage. (E)
- Experience of assessing someone's needs and developing a plan of support (E).
- Experience of achieving positive outcomes with adults using motivational interviewing and assertive engagement (E)
- Experience of collecting, entering and retrieving information on databases (E)
- Experience of working with volunteers to deliver support services (D)
- Experience of using IT systems and databases to enter and retrieve personal data (E)

## Personal Attributes

- A confident, engaging personality who can positively engage with people (E)
- An effective communicator who can influence others (E)
- Ability to work with and manage challenging behaviour (E).
- A willing and flexible approach to change and service development (E)



March 2024

# Shiloh Rotherham

Supporting adults who are homeless or at risk of homelessness



## Advice & Guidance

Trained staff, volunteers and partners offer support to help you overcome barriers and move on with your life.

## Activities & Learning

Learn new skills, improve your mental health and find out more about your accommodation options.

## Practical Support

Guests engaging in support can receive practical help including hot food, clothing, bedding and free Internet and computer access.

## Rapid Housing Assistance

We can help you to find and move into a new property. Practical and financial assistance may also be available.





## Centre Opening Times

**Staff are usually available at the Centre from Monday to Friday between 8.30am- 4.30pm.** We offer help and advice to individuals without appointment, especially if you are sleeping rough and in need of practical support. We also provide the following drop-in sessions:

### Multi-Agency Drop-in Session

**Wednesdays, 11am-1pm**

Our friendly, trained staff and volunteers are on hand to help you engage with a range of partners including Rotherham Council's Homeless Team, the Drug/ Alcohol Service, Action Housing, Job Centre Plus, Employment Solutions, Citizens Advice, NHS nurses and a Mental Health Clinician. Free hot food, drinks, computer access, activities & pastoral support are also available.

### Rotherham Council - Homeless Team

**Fridays, 10am-1pm**


Shiloh and Rotherham Council can help you resolve queries and understand your housing options. This session is for adults who are in temporary accommodation, need extra support or are struggling to access services.

## Contact


**Address:** 15 Station Road, Masbrough, Rotherham, S60 1HN

**Tel:** 01709 559504 **Email:** [contact@shilohrotherham.org.uk](mailto:contact@shilohrotherham.org.uk)

**Web:** [www.shilohrotherham.org.uk](http://www.shilohrotherham.org.uk)

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