**Homeless Services Coordinator**

Job Description

**Salary:** £28,500.

**Pension:** 6% pension contribution.

**Hours:** Full time (37hrs)

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

**Holidays:** 28 days per annum

**Responsible to:** General Manager/Chief Executive

**Responsible for:** Staff & Volunteers

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

**Application Deadline:** Monday 1st April 2024

**About Shiloh Rotherham**

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**

This is an exciting opportunity to join our staff team in a varied and rewarding role. The Services Co-ordinator is responsible for the delivery and co-ordination of Shiloh’s homeless support services. The current services you will help deliver and coordinate include:

**Advice & Support –** 1:1 advice and support to guests who visit the centre or who form part of the Progression team’s on going case load. This includes pathways for housing, benefits, universal credit, debt, substance misuse, mental health, wellbeing, skills, volunteering and faith.

**Drop-in sessions** – Working in partnership with key agencies, we host three open-access drop-in sessions a week. Two of these sessions enable guests to receive support from Shiloh and Rotherham Council’s Homeless team. The other is our multi-agency drop-in session which offers guests hot food, drinks, activities and access to a range of different partners.

**Skills & Wellbeing Activities –** Working with partnersand our own sessional tutorswe deliver a varied activity programme in the Centre and in the community, including computer skills, arts/creative, bike maintenance, cooking, ‘5 ways to wellbeing’ and tenancy preparation skills.

**Volunteering –** We provide volunteering opportunities for the local community as well as to guests with lived experience of homelessness. Currently volunteer positions are available in the welcome team (guest support), kitchen team and in our eBay enterprise project.

**Catering & Practical Support –** We offer a range of services to meet the needs of guests who are in crisis or are ready to move on with their life. Services include hot food, hot drinks, refreshments, emergency food parcels, clothing, showers, laundry services, mobile phones, bus passes and new home starter packs.

You will lead a small team of staff and volunteers to help deliver these services, but you will also provide support to guests directly and deliver some aspects of these services as part of your role.

Our work is focused on supporting guests to achieve their goals, with progression monitored using the homelessness outcome star. The outcomes we aim to achieve with guests include; 1) Increased access to mainstream services 2) Improved accommodation status 3) Increased health & wellbeing 4) improved self-esteem and confidence 5) Increased knowledge & skills. You will be responsible for delivering these services in line with the targets and specifications of our funders and our internal performance indicators to ensure consistently high standards of care.

**Main Duties and Responsibilities**

**Service Delivery**

1. Lead the delivery of services, managing the staff and volunteer team to ensure guests are engaged and supported.
2. Line management of 2 Progression Workers (1x FT, 1 x PT) and to provide support and supervision of 2 sessional tutors and a small team of volunteers.
3. Provide relief cover for your team ensuring that appropriate levels of supervision are in place for Shiloh to operate safely and continue to deliver services.
4. Assist with the provision of one to one advice and support with our guests as required, ensuring that they are engaged with the appropriate services to aid their development.
5. Support your team to ensure accurate and timely data is recorded for guests to enable a robust impact assessment, delivery of funding contracts and the effective use of our resources;
6. Lead the recruitment, training and management of staff and volunteers and ensure they are highly motivated so that we can maintain the highest quality of service delivery;
7. Working with the General Manager/Chief Executive, to lead regular consultations with guests and partners ensuring the continuous improvement of our services;
8. To support staff and volunteers to uphold acceptable guest behaviour and, when required, to take the lead in reinforcing our health and safety policies.

**Service Development**

1. Develop and maintain excellent working relationships with partners both within the Support Centre and in the community.
2. Support the Charity’s fundraising, marketing and volunteer recruitment efforts by representing the Charity at external events/functions.
3. Shiloh is a growing charity which aims to respond and adapt to changing internal and external circumstances. As a team leader you will be expected to approach change with a positive attitude and help others to embrace new opportunities.

**Governance**

1. The Safeguarding and welfare of adults we support is our priority at Shiloh. This role will require the post holder to assume the responsibilities of the Designated Safeguarding Lead. You will ensure a safe and inclusive working environment and that our safeguarding policies are consistently applied.
2. Produce service reports and updates for the General Manager/Chief Executive ensuring that information is accurate and timely.
3. Carry out and review the service delivery risk assessments, ensuring that your team are informed of the outcome and that appropriate actions are taken to mitigate any risks.

**Work environment**

* The Support Centre can be a busy environment, with a number of hazards; it is the role of the Services Coordinator to minimise risk to themselves, guests, staff & volunteers, and other partners.
* There may be physical activity involved as part of the role. There may be long periods of time where the role holder will be on their feet, and some lifting/carrying of equipment may be required. The early morning street outreach involves walking reasonable distances over uneven terrain in uncertain weather conditions. Some community activities may also require your direct physical involvement e.g. walking/cycling groups.
* The role holder will take responsibility for applying the organisation’s Health and safety policy and be expected to raise the alarm in the event of emergency situation and safe evacuation of the building.

**Other**

* 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
* 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)

**Homeless Services Coordinator**

Person Specification

**Qualifications**

Desirable

* Educated to degree level in a relevant field or equivalent professional qualification

**Experience**

Essential

* Record of achievement in co-ordinating and delivering services within a charity or not for profit organisation over at least three years
* Delivering a service to meet or exceed performance related targets and contractual obligations
* Effective partnership working and developing and managing external relationships
* Managing, motivating and developing staff and volunteers
* Risk assessment and mitigation
* Delivering advice and support on a one to one basis
* Training staff or volunteers

Desirable

* Experience of working with people who have been homeless or are at risk of homelessness
* Experience working in the voluntary and community sector

**Skills and knowledge**

Essential

* Knowledge of issues affecting homeless adults including, housing, drugs & alcohol, physical and mental health.
* Knowledge of the welfare benefits system.
* Knowledge and understanding of safeguarding procedures for vulnerable adults.
* Excellent verbal and written communication skills.
* Ability to work with and manage challenging behaviour.

Desirable

* Knowledge of housing solutions & pathways for homeless adults.
* An understanding of the approaches to trauma informed care and psychologically informed environments.
* Knowledge of the voluntary and community sector in Rotherham.
* Knowledge of the food safety management systems.

**Personal attributes**

Essential

* Empathy for adults facing personal difficulties which may result in homelessness.
* Highly organised and personally effective.
* Inclusive and flexible, with a consultative approach to leadership.
* Excellent interpersonal skills.
* Confident and assertive.
* Ability to pursue the mission and objectives of Shiloh Rotherham with demonstrable passion, drive and commitment.
* Committed to best practice and with a drive for continual improvement.

The appointee will also be expected to be fully IT literate and preferably have access to a car and hold a conviction free driving licence.