

Work with us: Welfare Support Worker

About Inn Churches

Inn Churches provides practical support to those who need it most across Bradford. We work with over 100 other community groups and organisations, and have more than 850 volunteers from 70 churches and the wider community in Bradford.

Our Winter Shelter provides emergency bed spaces for people who are homeless, over the coldest months of the year. We have provided over 10,000 bed spaces to people without any accommodation since we started. We work throughout the year to provide permanent and lasting change in the lives of guests we have hosted and others, giving practical support to keep some of the most vulnerable people across Bradford warm and healthy. Alongside this we provide Welfare Support to our guests and others who are homeless or vulnerably housed.

Our Storehouse Food Hub works to tackle food poverty through intercepting, storing and distributing surplus food to community groups across Bradford, providing fresh fruit and vegetables on a pay-as-you-feel basis. Through our Cooking Hub we turn some of that unwanted food into healthy and delicious meals in our pay-as-you-feel café, as well as providing food and healthy eating education to schools, community groups and individuals.

Our staff team is currently made up of a full-time CEO and six other permanent staff, working varying hours. This is complemented by a number of regular and occasional volunteers.

About the role

The Welfare Support Worker supports the running of our Winter Shelter, our starter pack provision for people moving into tenancies, our participation in the Warm Homes Healthy People partnership providing bedding and food parcels and our work with Acts435 supporting individuals in crisis. It provides continuity of care for our guests and support in organising our welfare-focused provision. The role is part-funded by Church Urban Fund and the Liz & Terry Bramall Foundation.

How to apply

Applications for the post are invited from those with the relevant skills, experience and passion. To apply, please send:

- the enclosed application form;
- your CV (including your qualifications and full employment history);
- a covering application letter explaining why you would like the job and how you meet the person specification.

Send your application to Juli Thompson by email (juli@innchurches.co.uk), or by post / by hand to Juli Thompson, Inn Churches, The Storehouse, 116 Caledonia Street, Bradford, BD4 7BQ. Please also contact Juli for further information or an informal visit.

Closing date: noon, Monday 8th November 2021

Interviews: w/c 15th November 2021

Job description

Role details

Job title:	Welfare Support Worker.
Line manager:	Juli Thompson, Inn Churches CEO.
Contract:	Two years
Place of work:	Inn Churches, The Storehouse, 116 Caledonia Street, Bradford BD4 7BQ During the Winter Shelter (usually December to March), the role will include visiting shelter venues around Bradford. The role may also involve travel to homes around Bradford delivering Warm Homes parcels.
Hours:	An average of 20 hrs per week over the year, normally over 3 days. It is expected that hours will be higher in the winter months (end November to end March) and lower in the summer. Evening and weekend working is required.
Holidays:	17.6 days p.a. (25 days p.a. plus 8 statutory holidays, pro rata).
Salary:	£10,712 p.a. (£20,085 p.a. pro rata) / £10.30 per hour.
Pension:	Inn Churches will make employer contributions to your pension at 3% of your salary, provided you do not opt out of your workplace pension.
Safeguarding:	This role involves work with vulnerable adults and is therefore exempt from the Rehabilitation of Offenders Act, and requires an enhanced DBS check.

This job description is intended to provide a guide to the general duties and responsibilities of the post. It should not be regarded as a contract. It will be reviewed regularly and may be varied at the discretion of Inn Churches. A more specific list of tasks will be agreed with your line manager.

Purpose of the role

- To support guests of the Inn Churches Winter Shelter with their immediate needs, and into longer-term accommodation.
- To provide connected welfare support to individuals through our starter pack service, the Warm Homes Healthy People and Acts435 services, and walk-up referrals.
- To organise the practical arrangements for the Inn Churches Winter Shelter.
- To coordinate and train volunteers across Inn Churches' different areas of work.

Main duties and responsibilities

Guest welfare support

- Provide crisis support for guests referred to the Winter Shelter, and where appropriate ongoing support into longer-term accommodation.
- Provide clients with appropriate information, support and recovery programmes regarding their needs, including advising on housing and other benefits, tenancy agreements etc. and referring to other appropriate agencies.

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- Organise and attend the annual 3-day holiday break for Winter Shelter guests.
 - Assemble and deliver starter packs for guests moving into tenancies referred to our starter pack programme.
 - Assemble and deliver bedding and food parcels for guests referred to the Warm Homes Healthy People service.
 - Handle occasional walk-up enquiries from guests or potential guests.
 - Support the Business Manager in distributing Acts435 referrals and liaising with referrers.
 - Maintain an up-to-date comprehensive case file for each guest being supported.
 - Operate effective administrative systems and record keeping for the efficient running of the project, primarily spreadsheet-based.

Winter Shelter planning and organisation

- Liaise with host churches regarding their administration of their hosting week.
- Support host churches in the practical requirements of hosting guests, and in feedback and monitoring.
- Organise guest transport (usually minibus) as required.
- Recruit and train new host churches, including delivering training for new volunteers.
- Whilst the shelter is operational (end November to end March), meet the minibus in the early evening (seven days a week shared with the CEO) and attend evening sessions at the Winter Shelter (four days a week shared with the CEO).
- Build and develop relationships with host churches, ensuring they are aware of additional services Inn Churches offers which could help them extend their provision and support for those who need it.

Volunteer coordination

- Coordinate volunteers across the work of Inn Churches.
- Assist in recruiting volunteers across the work of Inn Churches.
- Assist in deliver training, support and supervision to volunteers in all aspects of their duties including practical resources, information and expenses.

Personal development

- Undertake training and development opportunities as agreed.
- Attend occasional conferences and events related to homelessness and the work of Inn Churches in agreement with the line manager.
- Undertake occasional tasks in cooperation with Inn Churches colleagues, as agreed with the line manager, in order to gain additional skills and knowledge relevant and of use to the overall operation of Inn Churches.

Additional tasks

- Work within the framework of Inn Churches' values, ethos, policies and procedures.
- Undertake additional tasks and responsibilities at the request of the line manager.
- Deputise on occasion and as appropriate for other colleagues as agreed with the line manager.

Person specification

	Essential	Desirable
Education		NVQ3 or above in housing / health and social care.
Knowledge	Understanding of homelessness issues and the homeless sector.	In-depth knowledge of local services relevant to homeless people and homelessness.
	Knowledge of safeguarding principles and practice in working with vulnerable adults.	
Experience	Experience of working with homeless people including destitute clients, EEA migrants, failed asylum seekers, victims of trafficking, people with addictions and chaotic behaviour.	Experience of recruiting and coordinating volunteers.
	Experience of creating and implementing support plans for volunteers and clients to access recovery from addictions, work towards employability and access benefits.	Experience of delivering training, both in groups and on a one-to-one basis.
	Experience of dealing with clients with complex needs and ability to defuse conflict situations.	Experience using a range of online referral systems.
Skills	Excellent written and verbal English language skills.	Confident using social media.
	Able to communicate effectively with and relate to people from any background or context.	
	Fluent in using email, Excel, Word and PowerPoint.	
	Able to organise and prioritise own time and workloads.	
	Self-motivated and responsible, able to act on own initiative and with minimal supervision.	
	Able to work as part of a team.	
	Able to maintain and update accurate records.	
	Able to liaise, work with and network effectively with a range of external agencies.	
Attitude	Willingness and commitment to work within the Christian values, motivations, vision and aims of Inn Churches.	
	Ability to work from different locations across Bradford, including holding a full clean driving licence and having access to a car.	
	Willing to work flexible hours, including evenings and weekends.	