



Registered Charity Number 1088536

## **SafeSpace – Casual Homelessness Intervention Worker's / Waking Night Workers**

**The above position is paid at £9.82 per hour**

PAC – Positive Action in the Community is an award winning charity based in East Lancashire. At SafeSpace we provide high quality and innovative support to young people affected by homelessness. We are looking for an enthusiastic and dedicated casual workers at both our SafeSpace Supported Accommodation Projects for homeless young people in Pendle and Rossendale.

An understanding of issues affecting homeless young people is essential along with the ability to work to and follow all PAC policies and procedures. **Hours are available most weeks throughout the year to cover shifts which include evenings, nights and weekends. We also are looking for people able to provide emergency cover at short notice.**

We are committed to equality of opportunity for all staff and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief.

*Successful applicants will be required to undertake an enhanced DBS check.*

# Positive Action for the Community

## **Job Description and Person Specification**

**Job Title:** Homelessness Intervention Worker (Support Worker)

**Project:** SafeSpace

**Responsible to:** Team Leader / Service Lead

**Responsible for:** N/A

**Shift Pattern:** Rolling Shifts on a rota with hours ranging between 07:30 – 23:30 Monday – Sunday inclusive.

### **The main objectives to be achieved by the post holder**

- 1.1 To work as a dedicated member of the SafeSpace project team to provide high quality, person centred, outcome focussed support, guidance, and assistance to young people to address their homelessness and housing needs and assist in their personal development to promote and sustain future independent living.

### **Support**

- 2.1 To support service users in understanding their strengths, identifying targets and achieving outcomes in line with a support plan, including the creation and review of the support plan.

- 2.2 To regularly assess and review needs, risks and support planning with service users.
- 2.3 To work with service users in a group setting and on a one to one basis.
- 2.4 To deliver activities and support to service users to enable their development of life skills, independent living skills, and social skills.
- 2.5 To engage additional services to meet unmet needs of service users.
- 2.6 To provide support and information in a variety of formats to meet service user's development and learning needs.
- 2.7 To facilitate residents' meetings, workshops and activities
- 2.8 To complete monitoring and reporting processes.

### **Safety and Security**

- 3.1 To work as shift patterns require (including lone work shifts), maintaining the safety and security of the building in line with PAC policy and procedure, making appropriate use of On Call support as required.
- 3.2 To manage young people and visitors within a supported accommodation environment premises ensure the project is safe and secure for all.
- 3.3 To manage the project buildings and grounds to ensure the project is safe and secure, and that risk assessments, and health and safety and fire regulations are complied with and that any anti-social behaviour is responded
- 3.4 To deal effectively and sensitively with project challenges, emergencies or crisis situations such as; conflict, missing persons and unauthorised absence in line with PAC policy and procedures, utilising on call support as appropriate.
- 3.5 To form part of the emergency on call rota (including covering for day, evening, weekend or waking night shifts in an emergency).

### **Tenancy Management**

- 4.1 To complete referral, assessment and admissions as appropriate in line with policy and procedure.
- 4.2 To prepare for and assist with the move in of service users, ensuring flats/rooms are cleaned and prepared for new service users.
- 4.3 To plan for and assist with the preparation of service users' move on from the service.
- 4.4 To help maintain the cleanliness and tidiness of the SafeSpace premises, ensuring the facilities are welcoming, inclusive and accessible by all.
- 4.5 To assist in the collection and completion of all housing benefit, monitoring and reporting processes.
- 4.6 To maintain the confidentiality of information and service users.
- 4.7 To report repairs in a timely manner in line with procedure.

## **Finance and Resources**

- 5.1 To comply with PAC policy and procedures for handling and recording petty cash.
- 5.2 To inform the relevant departments when resources need restocking.

## **Working with others**

- 6.1 To effectively communicate internally and externally on a daily basis within policy and procedures
- 6.2 To support other team members and volunteers in carrying out their duties effectively, including the effective communication of relevant information during handover.
- 6.3 To promote the participation of young people in the delivery and development of the project, including regularly seeking residents' feedback and views, responding positively and professionally to complaints, and communicating information to the rest of the staff team.
- 6.5 To work in a way which demonstrates respect for and understanding of the diverse needs and choices of the young people.
- 6.6 To maintain an ongoing knowledge of individual service users' files and issues they are facing.
- 6.7 To advocate effectively and represent individual's views where appropriate, and put forward professional views.
- 6.8 To be involved in developing and contributing to policies and procedures during staff meetings and consultations.
- 6.9 To participate in team working and events, including meetings and training.
- 6.10 To take responsibility for being the 'staff champion' on an agreed subject area relating to young people and relevant to your role and experience.

## **Additional Requirements**

- 6.1 To work flexibly, including evening and weekends.
- 6.2 To maintain a working knowledge of and comply with Positive Action for the Community policies and procedures and administrative systems.
- 6.3 To engage in regular supervision and performance appraisals with your line manager.
- 6.4 To complete and file paperwork/computer records in a timely and organised manner.
- 6.5 To attend multi-agency, steering group and professionals meetings as appropriate
- 6.6 Contribute to all Quality Management Systems.
- 6.7 To positively promote the project's activities, development and profile to residents, young people and the wider community, including participation in publicity and fundraising events as required.

**In addition, other duties at the same responsibility level may be interchanged with/added to this list at any time.**

## Person Specification

### Essential Criteria – Successful applicants must have:

- 7.1 The ability to work as part of a team and the ability to work using your own initiative.
- 7.2 To have an understanding of the issues that homeless young people face and respond appropriately to their needs.
- 7.3 To have an understanding of and ability to comply with confidentiality, equal opportunities, non-judgemental attitudes and be committed to these principles.
- 7.4 To have an ability to effectively communicate with a wide range of people
- 7.5 To have an ability to plan, and deliver, support and activities for service users to develop their life skills, personal skills, abilities and confidence
- 7.6 Computer skills and the ability to maintain records in a clear and accurate manner.
- 7.8 An ability to follow all required policies and procedures including child protection and safeguarding procedures.
- 7.9 Willingness to undertake training
- 7.10 Ability to work flexibly including, days, nights, over weekends and Bank Holidays, and attending day time meetings and training when required.
- 7.11 To possess/gain and maintain a satisfactory enhanced disclosure and barring service check

### Desirable Criteria – Applicants with these requirements are more likely to be successful.

- 8.1 Level 3 qualifications in areas related to community work, social work, social care, advice, guidance, support work.
- 8.2 Experience of providing support to young people in need.
- 8.3 Experience of working in / providing support in a supported accommodation setting
- 8.4 An understanding of the UK benefit system and housing issues in relation to young people.
- 8.5 Experience of contributing to and undertaking risk assessments.
- 8.6 Experience of recording information completely and accurately.

**Job Title: Waking Night Worker****Project:** SafeSpace**Responsible to:** Team Leader/Service Lead**Responsible for:** N/A**Shift Pattern:** 23:00 – 08:00am**The main objectives to be achieved by the post holder**

- 1.2 To provide housing management support to the residents of SafeSpace, and promote their well-being and general safety.
- 1.3 To assist in ensuring that SafeSpace provides a welcoming, accessible, responsive and high quality service to young people, creating surroundings in which individuals feel secure and can thrive.
- 1.3 To maintain a working knowledge of and comply with PAC policies and procedures and administrative systems.

**Safety and Security**

- 2.1 To be awake and alert for the duration of the shift.
- 2.2 To lone work, maintaining the safety and security of the building in line with PAC policy and procedure, making appropriate use of On Call support as required.
- 2.3 To supervise and support night time routines, managing young people and any visitors within the project, including the monitoring of young people's exit and return to the premises
- 2.4 To manage the project buildings and grounds to ensure the project is safe and secure, that health and safety and fire regulations are complied with and that any anti-social behaviour is responded to appropriately in line with PAC policy and procedure.
- 2.5 To monitor and respond appropriately to CCTV footage to ensure the safety of young people, staff and any visitors.
- 2.6 To deal effectively and sensitively with emergencies or crisis situations such as; conflict, missing persons and unauthorised absence in line with PAC policy and procedures, utilising on call support as appropriate.
- 2.7 To take appropriate action to deal effectively and sensitively to any breaches of project procedures, and keep records of all checks and action taken in line with PAC policy and procedures.
- 2.8 To comply with all aspects of Health & Safety and risk assessments within the project and contribute to the regular review of all Health and Safety procedures.
- 2.9 To report any Health & Safety concerns immediately and take appropriate action to minimise any risks identified.

**Tenancy Management**

- 3.1 To respond to out of hours presentations and referrals for accommodation in line with PAC policy and procedure.
- 3.2 To assist with the preparation of individuals move in and move on from the service.

- 3.3 To complete and file paperwork/computer records in a timely and organised manner, including residents' files, incident and accident records, health and safety and maintenance records.
- 3.4 To help maintain the cleanliness and tidiness of the SafeSpace premises, ensuring the facilities are welcoming, inclusive and accessible by all.
- 3.5 To assist in the collection and completion of all housing benefit, monitoring and reporting processes and contribute to all Quality Management Systems.
- 3.6 To maintain the confidentiality of information and service users.

#### **Finance and Resources**

- 4.1 To comply with PAC policy and procedures for handling and recording petty cash.
- 4.2 To inform the relevant departments when resources need restocking.
- 4.3 To securely maintain resources stock and allocation in line with policy and procedure.
- 4.4 To report repairs in a timely manner in line with procedure.

#### **Working with others**

- 5.1 To effectively communicate within and externally on a daily basis within policy and procedures
- 5.2 To support other team members and volunteers in carrying out their duties effectively, including the effective communication of relevant information during handover and in line with PAC procedures.
- 5.4 To promote positive relationships with the neighbours, the local community and external agencies, including dealing sensitively and professionally with any complaints in line with PAC policy and procedures.
- 5.5 To work in a way which demonstrates respect for and understanding of the diverse needs and choices of the young people.
- 5.6 To be understanding and non-judgemental to service users' circumstances and lifestyles.
- 5.7 To maintain an ongoing knowledge of individual service users' issues relevant to the management of their tenancy and the safety and security of the project.
- 5.8 To represent individual's views where appropriate, and put forward professional views.
- 5.9 To be involved in developing and contributing to policies and procedures during staff meetings and consultations.
- 5.10 To participate in team working and events, including meetings and training. Participating in learning opportunities relevant to the post including all mandatory training courses either face to face or E Learning. These may be held during the day time.
- 5.11 To take responsibility for being the 'staff champion' on an agreed subject area relating to young people and relevant to your role and experience.

#### **Additional Requirements**

- 6.1 To work flexibly, including evening and weekends and early mornings.
- 6.2 To engage in regular supervision with your line manager and attend staff meetings and mandatory training and development days.

6.3 Liaison and engagement with other professionals as appropriate.

**In addition, other duties at the same responsibility level may be interchanged with/added to this list at any time.**

## **Person Specification**

### **Essential Criteria – Successful applicants must have:**

- 7.1 The ability to work as part of a team and the ability to work using your own initiative.
- 7.2 To have an understanding of the issues that homeless young people face and respond appropriately to their needs.
- 7.3 To have an understanding of confidentiality, equal opportunities, non-judgemental attitudes and be committed to these principles.
- 7.4 To have an ability to effectively communicate with a wide range of people
- 7.5 An ability to follow all required policies and procedures.
- 7.7 Willingness to undertake training
- 7.8 Ability to work flexibly including, over weekends and Bank Holidays, and attending meetings and training when required.
- 7.9 To possess/gain and maintain a satisfactory enhanced disclosure and barring service check

### **Desirable Criteria – Applicants with these requirements are more likely to be successful.**

- 8.1 An understanding of housing management and related tasks including cleaning and maintenance of the properties.
- 8.2 Experience of working with young people in need.
- 8.3 Level 3 Qualifications relevant to housing and tenancy management.
- 8.4 Experience of working in and providing support in a group setting
- 8.5 To have an understanding of the government's approach to supported accommodation provision
- 8.6 An understanding of the UK benefit system and housing issues in relation to young people.
- 8.7 Experience of contributing to and undertaking risk assessments.
- 8.8 Experience of recording information completely and accurately in line with policy and procedures.



## **We are a registered charity and company by limited guarantee managing projects across Pendle, Burnley and Rossendale.**

### **The Aims and Objectives of PAC are;**

PAC – Positive Action in the Community was set up in 1999 to meet the needs of the Pendle community which were not being met through statutory provision or by other organisations, since then we have expanded to deliver projects in Rossendale as well as Pendle. Our mission statement is:

To provide public benefits for the inhabitants of the North of England without distinction of sex, or of political, religious or other opinions, by associating the Local Authorities, Voluntary Organisations, and local inhabitants in the following ways:

- (i) The prevention and the relief of poverty.
- (ii) To promote the education of persons who through their social and economic circumstances are in need and unable to gain employment and in particular to provide or support schemes where such persons may acquire and develop vocational skills which will enhance their employment prospects their physical and emotional health and well-being.
- (iii) To provide facilities in the interest of social welfare for recreation and leisure time occupation with the object of improving the conditions of life of those persons in need, hardship or distress.
- (iv) To advance education for the public benefit by providing advice and guidance upon questions of unemployment, housing, domestic abuse, safeguarding and social welfare and related topics
- (v) To assist persons of limited means in cases of social hardship or economic misfortune upon terms appropriate to their means whether or not members of the society to find appropriate living accommodation and whilst so doing to provide where possible temporary shelter in properties managed by the charity from time to time.

PAC was previously known as Pendle Action for the Community, but due to demand for our services outside of Pendle our name was changed in 2016 to remove any barriers / confusion caused to beneficiaries, ensuring access was for all.

PAC is supported by a board of committed voluntary trustees who bring with them a wealth of experience, and knowledge ranging from Accommodation provision, Youth Services, Legal Services, Human Resources, Business & Project Management, Financial Management, Educational services, Employment & Training Opportunities and Charity governance.

PAC also employs a Charity Manager who provides day to day management support of its projects, maintains charity and company compliance and facilitates strategic and operational development for the charity.

PAC currently manages:





### **SafeSpace – Supported Accommodation for Homeless Young People**

SafeSpace provides Short Stay Supported Accommodation & Support for young people between the ages of 16 and 21, who are homeless or facing homelessness.

SafeSpace Pendle has been delivering supported accommodation for young people since 2000. But since August 2011 we have provided the accommodation and support service in a brand new, purpose built building that provides fully furnished accommodation and support for 19 young people. The new facilities include 15 self-contained flats (consisting of a lounge, bedroom, bathroom, and kitchen and storage area), 4 emergency bedrooms, communal lounges, training kitchens, communal laundry, IT suite, activity room, counselling room, meeting rooms and office space. The accommodation is situated directly next to the brand new Nelson Youth and Community Centre – The Zone allowing access to their provision and services.

Since July 2015 we have also provided SafeSpace accommodation and support service from 1 Queen St in Rawtenstall, including 5 emergency rooms, 6 bedsits and 3 move on flats for young people. There is also a communal lounge, training kitchen, communal laundry, IT room and office space.

SafeSpace supported accommodation is staffed 24-hours by staff and volunteers. Our accommodation bases in Pendle and Rossendale allows us to provide the highest standards of supported accommodation along with the highest quality of support delivered by our team of qualified and extensively experienced staff and volunteers. Our projects do not just provide accommodation but also provides services and support to meet the holistic needs of young people to ensure they develop the appropriate and required skills to live independently and have successful futures.

For further information regarding homelessness and case studies of the support and services we have provided please follow this link where you can see our short film created by young people who have accessed support at SafeSpace - <http://www.youtube.com/watch?v=TfmwvQpHitw>

### **HAPI (Homelessness Awareness and Prevention Interventions)**



HAPI provides homelessness prevention services for young people aged 14-25yrs. Services are available via face to face support as well as telephone support and can include; Providing information and guidance, Helping sort out things with parent's / family members/ carers (if it is safe and appropriate), Family mediation, Exploring housing options (short and longer term), Referring and speaking to other agencies that may be able to help, Contacting and making referrals to accommodation projects, including support in attending assessments if required, Support and assistance with moving into accommodation, including welfare benefits support, Building independent living skills and personal development opportunities

### **Be Free**



Be Free (formerly known as PDVI) provides a locally based, accessible range of support and interventions for adult victims of domestic abuse in Pendle and Rossendale. These services include; Outreach Support in the community, safety planning, group recovery support, professional counselling services, access to legal support, telephone helpline, sanctuary scheme provision and access to homelessness prevention. Be Free uses specialist and experienced staff to deliver all our services.

Be Free also manage 2 safehouse's within the Pendle community that can provide up to 6 units of safe accommodation for women and children. Please note the safe houses are not staffed 24 hrs a day but are supported by access to a high level of emergency alarm systems, CCTV and building security. Support is offered targeting safety planning for them and children, and recovery as well as accessing move on accommodation and resettlement support to sustain safety and support recovery.

### **The Lookout**

The Lookout provides support to children and young people who have experienced, are in a relationship with or are affected by domestic violence. This project provides one to one support, group support; drop ins and diversionary activities for young people. We work closely with schools and deliver within schools as well as within the community ensuring open access for all with emphasis both on supporting victims and also early intervention and prevention.

### **RAH (Reducing Aggression and Harm)**

Following an increasing demand in requests to deliver support to young people presenting with aggressive and harmful behaviours towards others including towards family members, peers, siblings, teachers our RAH (Reducing Aggression and Harm) project was developed as a small project funded by Children in Need to run as a pilot for 3 years. The project commenced in late 2017 and demand for the project has continued to rise. RAH support focuses on addressing the root causes and underlying issues for these presenting these behaviours, developing alternative strategies and improve their mental health and wellbeing.

### **Evolve**



Evolve is a counselling and life skills service. Access to the service is on a referral basis and additional to this priority is given to current service users of Positive Action in the Community projects. Evolve aims to provide the opportunity for people to address their difficulties that are limiting their personal development and opportunities for their future. The counselling service is delivered by both qualified and final year supervised trainee counsellors who are fully insured and comply with BACP regulations. The life skills programme will offer group sessions to individuals to address wider lifestyle issues and choices and will be offered via one off sessions and programme based sessions. Support will be offered to address a variety of life issues including; Employability, Support Networks, Legal Issues, Accommodation, Health and Well-being, Children, Work and Learning, Empowerment and self-esteem. Evolve's main focus is empowerment of individuals.

### **PAC Training & Empowerment**



PAC training and empowerment is our training and professional development support programme. Originally developed to focus on PAC employees, to support staff inductions as well as professional and personal development, we are now also holding an external contract to support the wider Lancashire county workforce. We currently hold a contract funded by Lancashire County Council Public Health, to provides administration and co-ordination support for a workforce development programme. We co-ordinate the delivery of free training to the children and young people's workforce to support the early intervention approach and increase mental health and wellbeing in Lancashire. The courses are delivered by a pool of qualified trainers from different workforce sectors including; Voluntary sector, Health, Substance misuse services, Counsellors, Housing, Schools. Our role includes co-ordination of the trainers, securing delivery venues across Lancashire, administration and supply of training materials and certification, and monitoring access to the courses. The course portfolio currently includes; SafeTalk (1/2 day introduction to suicide interventions), ASIST (2 day suicide interventions programme), Youth Mental Health First Aid (YMHFA – 2 day course to qualify as a mental health first aider), 1 day YMHFA (aimed at schools staff).