PAC

Positive Action in the Community

Be free

Safe Space

Evolve

RECRUITMENT PACK

Role: SafeSpace Hyndburn Weekend Support Assistant

Deadline: 5th August 2026

PAC Positive Action in the Community

HELLO FROM OUR CEO, CLAIRE BENNETT

Hello and thank you so much for taking an interest in our Support Worker role here at Positive Action in the Community (PAC). I am thrilled to have the opportunity to introduce and welcome our Charity to you. I do hope that on reading the following information you will gain an insight into the work we do and the differences we make in our community. As a charity we have over 25 years' experience of delivery and we continue to be a growing, ambitious, and passionate charity with strong foundations of fantastic people across our projects, including our central team, our services and programmes teams, our Senior Leadership Team (SLT) and our board of trustees.

We pride ourselves on meeting the needs of our community by embracing evidence based and innovative approaches that create the greatest opportunities for more outcomes for more people. We are driven by our Mission, Vision and Values and motivated by our purpose. So if you feel that this is something you want to be part of, that you can bring new ideas to, and that you could enhance our strong foundations, then we strongly encourage you to apply. If you do have further questions after reading this pack, please do feel free to get in contact with us either by email on recruitment@p-a-c.org.uk or via telephone on 01282 227649. We look forward to receiving your application.

Claire

PAC Positive Action in the Community

OUR VISION, MISSION, VALUES & PURPOSE

Vision

To have a community that gives the greatest opportunities for a safe, fulfilled and aspirational life free from domestic abuse, homelessness and poor mental health.

Mission

We aim to make a positive difference to those impacted by Domestic abuse, homelessness or/and poor mental health by developing innovative responses to need and providing high quality, specialist support to build independent resilience and live safely.

Values

Supportive / Empowering – to have support and be supportive

Innovative – to be creative in life

Inspirational / aspirational – to be inspired and to want to achieve

Integration – to be part of something

Resilience - to keep growing and learning at life

Purpose

- To make a positive difference
- To proactively meet unmet needs and gaps – providing early intervention to support statutory, family and community needs
- To empower service users' to reach their potential and thrive
- To build strong futures for communities and create generational change
- To be a trusted organisation – which is professional and respected for the quality of its services and its approachability and flexibility

PAC Positive Action in the Community

ABOUT US & OUR HISTORY

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 support provision across East Lancashire.

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 provision outside of Pendle our name was changed in 2016 to remove any barriers and 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 legal services, business and project management, financial management, educational services, health and safety, employment and training opportunities and charity governance.

PAC employs an incredible and dedicated frontline workforce ranging from volunteers, support staff, management, a central administration and project support team, alongside a CEO and senior leadership team who facilitate strategic and operational development of the charity.

PAC Positive Action in the Community

OUR PROVISION

DOMESTIC ABUSE	YOUTH HOMELESSNESS	COMMUNITY WELLBEING
Be free	Safe Space	Evolve
Specialist community and safe accommodation provision for adults, young people and children with experience of Domestic Abuse.	Supported accommodation for young people who are experiencing homelessness. Prevention provision also available for young people 14-25 at risk of homelessness (through HAPI).	Provision to empower the local community to overcome barriers and evolve through counselling, employment support, peer support and youth services.

Be free

Be Free exists to support and empower victim-survivors of domestic abuse by providing compassionate, trauma-informed services that promote safety, healing and choice, while advocating for dignity, justice and a future free from abuse.

Be Free are committed to listening without judgment and standing alongside victim-survivors of domestic abuse with compassion, respect and belief. As a specialist service, Be Free provide safe, trauma-informed and culturally responsive support tailored to individual needs, empowering each person to make informed choices, regain control and move towards safety and recovery at their own pace.

Be Free's community provision is available for adults, young people and children who live in Pendle and Rossendale.

Be Free's safe accommodation provision is based in Pendle and is available for women and children escaping Domestic Abuse from across the country.

Be Free is a Women's Aid member and a partner of DASSL (Domestic Abuse Support Services Lancashire).

SafeSpace provides supported accommodation for young people in Lancashire between the ages of 16 and 21 with experience of homelessness. Across 3 sites, providing 44 units of accommodation in total, SafeSpace provides a safe, supportive and nurturing environment where young people can build life skills, regain confidence and achieve long-term stability in their journey towards independence. SafeSpace offer young people guidance, resources, support and practical assistance tailored to individual needs, always with kindness, respect, and understanding. All SafeSpace sites, in Pendle, Rossendale and Hyndburn, are staffed 24 hours a day, 7 days a week, all year round. SafeSpace is regulated by Ofsted under the Supported Accommodation (England) Regulations 2023.

SafeSpace have a youth homelessness prevention service called HAPI (Homelessness Awareness Prevention Interventions) which is available to young people aged 14-25 years in Pendle, Burnley and Rossendale providing support to young people in crisis in relation to their housing needs.

Evolve delivers a number of community wellbeing programmes and aims to develop the pathway to independence to support wellbeing, personal development and opportunities for individuals in our communities. Evolve programmes are delivered by experienced workers and our counselling service is delivered by qualified counsellors who are fully insured and comply with BACP regulations.

Evolve provides:

- Education, employability and life skills programmes for individuals addressing barriers to engaging in education or employment
- Counselling programmes for PAC service users or individuals in the community
- Peer parenting support groups for parents with children with emotional or mental health needs
- Youth work provision
- Training around Mental Health First Aid and Suicide Prevention

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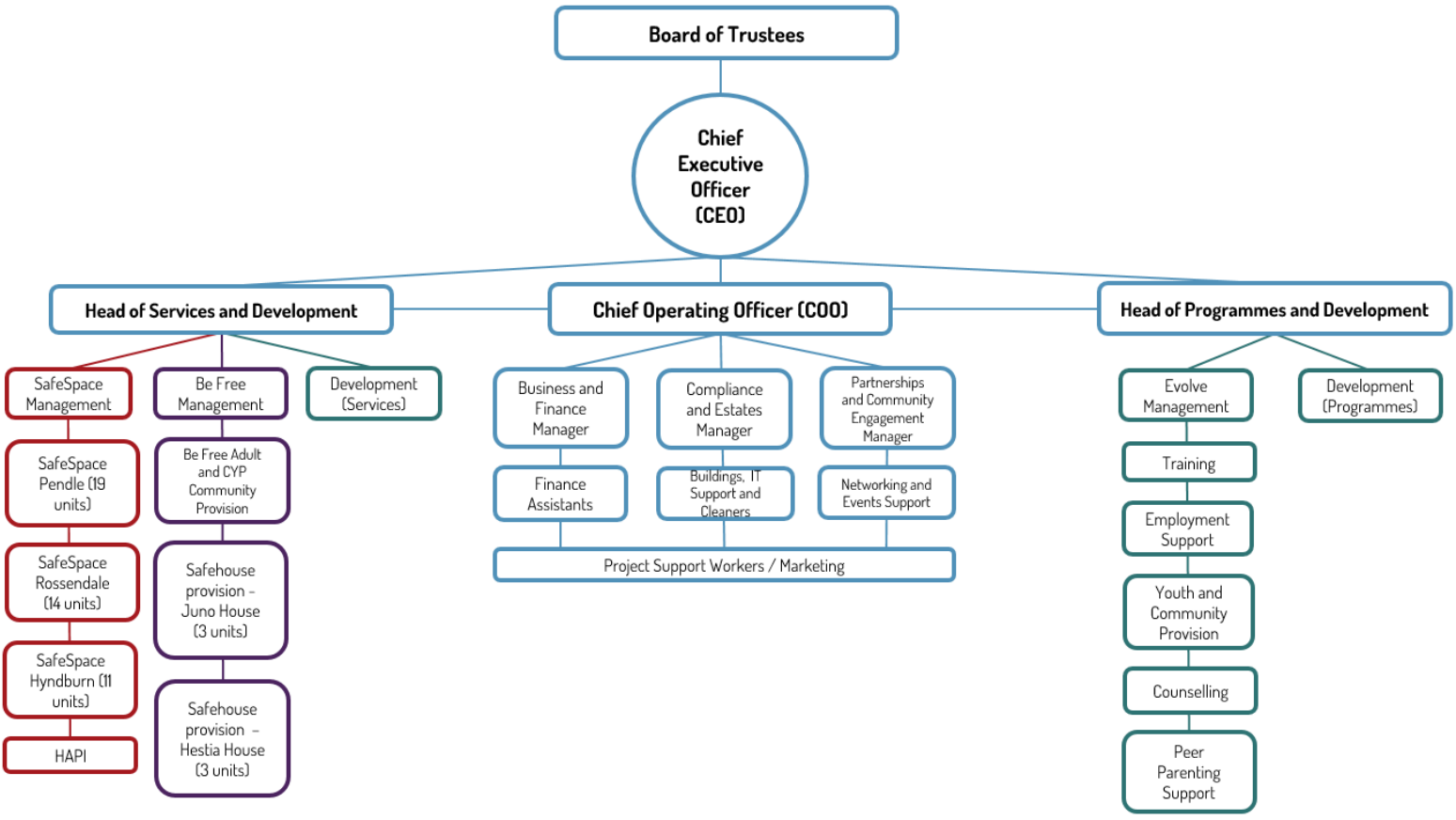
OUR ORGANISATIONAL STRUCTURE



PAC Positive Action in the Community

STAFF BENEFITS

VALUES LED ORGANISATION

Our teams work within and drive our values led organisation, supporting the balance of work wellbeing and personal values.

PROFESSIONAL DEVELOPMENT

Access to ongoing professional development, in line with your role.

ANNUAL LEAVE

22 days per annum plus flexi bank holidays, with an additional 5 days after 5 years service (all pro rata).Option to purchase an additional 5 days per year.

ORGANISATIONAL SICK PAY AND SUPPORT

Incremental sick pay following 12 months service (upto 12 weeks full pay and 12 weeks half pay). Access to occupational health assessments. Access to counselling and support.

SUPERVISION AND SUPPORT

Regular supervision with your line manager, planned and unplanned. Access to debriefing, case management, external supervision/ counselling and annual performance appraisals.

EYE CARE VOUCHER & CYCLE TO WORK SCHEME

Contribution to your eye care check ups/ optical requirements. Access to the cycle to work scheme.

MONTHLY PAY

Including adjustments to ensure pay is received in a timely way due to bank holiday interruptions. Regular optional overtime available throughout the Charity.

INCREMENTAL PAY SCALE

Pay policy in place, incorporating annual incremental increases based on performance.

PAC AWAY DAYS

Annual away days form part of our offer, creating opportunities for innovation, engagement and PAC wide relationships.

ANNUAL PAC AWARDS

A fun celebration of key contributions from individuals and teams, voted for by yourself and your colleagues, delivered with a get together and fun celebrations.

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JOB DESCRIPTION

The main objectives to be achieved by the post holder

1.1To work as a member of the SafeSpace project team; providing high quality, trauma informed, person centred and outcome focused support to young people to address their homelessness and housing needs.

1.2To empower young people with their personal development journey to promote and sustain future independent living.

1.3To maintain a working knowledge of PAC policies and procedures and comply to all.

1.4To maintain a working knowledge of PAC policies and procedures and comply to all.o be positive and motivational in promoting PAC's ethos and values.

Support

2.1To effectively respond to all aspects of referrals and enquiries for support and accommodation.

2.2To provide assistance in completing referral, assessment and admission arrangements as appropriate in line with policy and procedure.

2.3To regularly assess and review needs, risks and support planning with service users.

2.4To support young people in understanding their strengths, identifying their goals and achieving outcomes in line with their support plan, including the creation and review of support plans.

2.5 To maintain an ongoing knowledge of individual service users' engagement, needs and case records.

2.6To assist in delivering a programme of support to young people to enable their development of life skills, independent living skills, and social skills.

2.7To work with young people in a group setting and on a one to one basis to address their wellbeing and practical needs.

2.8To assist in the facilitatation of resident meetings, workshops and activities.

2.9To engage additional services to meet young people's unmet needs.

2.10To provide support and information in a variety of formats to meet young people's development and learning needs.

2.11To work and deliver all aspects of support in a trauma informed way.

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JOB DESCRIPTION

2.1To be responsible for safeguarding and promoting the welfare of service users at all times.

2.2To promote participation of service users in the delivery and development of the service.

2.3To assist in move on and exit needs, providing clear exit pathways from the service.

2.4To complete monitoring and reporting processes, evidencing support offered, provided and the differences made.

2.16 To adhere, comply with and uphold the policies and procedures in place in response to the Supported Accommodation Regulations (2023), performing duties on the basis that we are Ofsted regulated.

Tenancy Management
3.1 To prepare for and assist with the move in of young people, ensuring flats/rooms are cleaned and prepared for new service users.

3.2 To support tenancy management and housing management tasks.

3.3 To plan for and support with the preparation of service users' move on from the service.

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 provide assistance with the management of 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.

3.6 To deal effectively and sensitively with project challenges, emergencies or crisis situations such as; conflict, missing person incidents in line with PAC policy and procedures, utilising DSL support as appropriate.

Administration
4.1 To ensure accurate and timely case records are maintained in line with project procedures.

4.2 Complete necessary monitoring for the project to ensure outcomes are achieved and learning is gained.

4.3 Comply with data protection legislation, confidentiality and information sharing policy and procedures and all
legislation connected to your work in order to uphold standards of best practice.

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JOB DESCRIPTION

Health and Safety
5.1 Comply with and contribute to all aspects of health and safety and risk assessments within the service.

5.2 To work as shift patterns require (including lone working), maintaining the safety and security of the building in line with PAC policy and procedure, making appropriate use of on call support as required.

5.3 To manage young people and visitors within a supported accommodation environment, ensuring the premises are safe and secure for all.

5.4 To report any health and safety concerns immediately and take appropriate action to minimise any risks identified.

5.5 To help maintain the cleanliness and tidiness of PAC premises, ensuring the facilities are welcoming, inclusive and accessible by all.

Finance and Resources
6.1 To ensure that PAC financial policies and procedures are adhered to.

Human Resources
7.1 Engage in supervision, debriefs, performance appraisals, team meetings, away days and consultation opportunities.

Working with others
8.1 To effectively communicate internally and externally on a daily basis by assisting people in a helpful and diplomatic manner and dealing with enquiries appropriately, in line with policy and procedures.

8.2 To work in a way which demonstrates respect for and understanding of the diverse need, circumstances, lifestyles and choices of service users.

8.3 To respect and value the diversity of the community in which the services works in, and recognise the needs and concerns of a diverse range of young people ensuring the service is accessible to all.

8.4 To effectively liaise with and engage with other professionals as appropriate.

8.5 To advocate effectively, representing young people's views and putting forward professional views.

8.6 To attend multi-agency professionals meetings as appropriate

8.7To refer young people to other services to meet unmet needs that cannot be met by the service.

8.8 To promote the participation of service users in the delivery and development of the project, including regularly seeking service user's feedback and views and responding positively and professionally to complaints, compliments and comments.

8.9 To support other team members in carrying out their duties effectively, including the effective communication of relevant information during handovers and in line with PAC procedures.

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JOB DESCRIPTION

Additional Requirements

9.1 To work flexibly in order to meet the needs of the service.

9.2 Contribute to all quality mark systems.

9.3 To support and positively promote the charities activities, development and profile to service users and the wider community, including assisiting in the organisation and participation in publicity and fundraising events as required.

9.4 To undertake appropriate training and engage in development days.

9.5To fully understand and comply with PAC's safeguarding policies and procedures for child protection and the protection of vulnerable adults.

9.6 To provide assistance elsewhere in the service as presenting needs arise, as directed by your line manager.

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PERSON SPECIFICATION

Essential criteria – successful applicants must have/ be;

10.1 An understanding of the varying needs and experiences of young people affected by homelessness.

10.2 Experience of working with people or have transferable skills to be able to support young people effectively.

10.3 An ability to learn and implement strength based and trauma informed approaches to support and empower young people to reach their full potential.

10.4 An ability to assist in the support for young people to develop their life skills, personal skills, abilities and confidence.

10.5 The ability to work as part of a team and the ability to work using your own initiative.

10.6 An understanding of confidentiality, equal opportunities, non-judgemental attitudes and be committed to these principles.

10.7 The ability to be empathetic with service users and to act with integrity and respect with all service users, agencies and individuals.

10.8 The ability to work sensitively in a multi-cultural environment.

10.9 The ability to effectively communicate with a wide range of people.

10.10 Computer literate and have the ability to maintain service user records and monitoring information in a clear and accurate manner; being confident in the use of Microsoft packages and case management software.

10.11 An ability to follow all required policies and procedures including child protection and safeguarding procedures.

10.12 A willingness to undertake training and development opportunities, in line with grade and post.

10.13 An ability to work flexibly including, days, nights, weekends and bank holidays, and attending day time meetings and training when required.

10.14 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;

11.1 To hold a level 2 qualification in an area related to community work, social work, social care, advice, guidance, support work.

11.2 Experience of providing support to people in need.

11.3 Experience of recording information completely and accurately.

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EQUALITY, DIVERSITY & INCLUSION STATEMENT

Equality, diversity and inclusion is about valuing differences and creating an environment where everyone has an equal chance to live, learn and work, free from discrimination and prejudice and to be included. To this end, PAC and its projects wholeheartedly support the principles of equal opportunities in employment and service delivery and oppose all forms of unlawful or unfair discrimination on the grounds of colour, race, gender, being transgender, appearance, age, disability, faith, ethnic or national origin, sexual orientation, marital status, maternal status, being pregnant, being married or in a civil partnership, or HIV status. PAC recognises that certain groups of people in society are denied equal opportunity and suffer discrimination. Therefore PAC is committed to developing an effective equal opportunities policy and plan to provide equal treatment, equal access and equal benefits, and strives for good practice in all its area of work including services to clients; in its practice as an employer and in the way it works with other organisations, both statutory and voluntary. PAC recognises that equal opportunities must be actively promoted, implemented and monitored, and that policies must be reviewed on a regular basis. We do not discriminate against staff or those coming into contact with us via our services on the basis of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation (protected characteristics).

ENHANCED DBS REQUIREMENT

Your attention is drawn to the fact that this post is covered under the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975 and you should declare any convictions. If successful at interview, an Enhanced Criminal Record Certificate will be sought from the Criminal Records Bureau before confirmation of appointment. It is suggested that you take appropriate advice if you are in doubt as to the correct answer to give.

PAC Positive Action in the Community

HOW TO APPLY

For more information about this role, you can make contact with us in the following ways:

Email: recruitment@p-a-c.org.uk

Call: 01282 227649

If you would like to proceed in applying for the post please complete the application form that accompanies this pack. Please do ensure that you complete all sections of the application including the monitoring information.

Statement on the use of AI

Please note, whilst we are aware of the true benefits and advancements of the use of AI, we ask that an application is produced with your own words, reflecting your direct knowledge and experience. We reserve the right to eliminate applications that we believe have not been directly produced by the applicant.

Thank you again for considering this role, we look forward to receiving your application.