



St Petrock's (Exeter) Limited

JOB APPLICATION PACK

FEMALE HOMELESSNESS PROJECT

WORKER (Full Time)

Full time (35 hours/week)

Salary: Up to £25,500 per annum

Closing date for applications: 30th May 2022 at 9am

However, please note we recommend submitting your application as soon as possible, as we reserve the right to close this vacancy before the closing date should suitable candidates become available.

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St Petrock's is Exeter's local homelessness charity. Supported primarily by the local community, we stand with and for people experiencing homelessness, and will not give up until everyone in the Exeter area can enjoy a place called home.

INTRODUCTION

Thank you for your interest in applying for the post of **Female Homelessness Project Worker** at St Petrock's. This pack will tell you all you need to know to enable you to apply for this post.

Please note only female candidates will be considered for this post. Many of the clients that the Homelessness Services Team support have experienced sexual assault and/or may need support in matters related to sexual health and other matters of a very personal and sensitive nature. It is therefore essential that the team includes at least one male and one female Project Worker in order to enable this support to be delivered safely, to avoid re-traumatisation, to ensure good safeguarding practice, and to reduce the risk of unsubstantiated allegations. Therefore, in accordance with the Equality Act 2010, St Petrock's will have an Occupational Requirement for this post to be filled by someone who is female as all other existing Project Workers are currently male.

St Petrock's (Exeter) Ltd is a registered charity created in 1997 to provide much needed services to help rough sleepers, other homeless people, and people at risk of homelessness in Exeter and the surrounding area. You can find out more about the services we provide on our website <https://stpetrocks.org.uk>.

St Petrock's is a strongly values-led local charity, with our primary focus being to meet the urgent needs of people experiencing homelessness or at risk of homelessness. It is therefore essential for everyone on our team, regardless of their role, to be fully committed both to our Mission, and to the Values which guide all that we do and the way we behave as a team.

HOW TO APPLY

To apply for this post, you should send us:

- A full and up-to-date CV
- A covering letter explaining why you wish to apply and why you believe you are the ideal person for this role
- A completed "Disclosure of Convictions and Cautions" form (attached).

Applications that do not include all the above will not be considered.

Your CV should include as a minimum the following information:

- Your full name and any former names
- Your address and other contact details
- Your qualifications and full employment history. If there are any gaps in employment, you should explain these.
- Any relevant volunteering work you have done.
- Two referees, preferably current and recent employers. Please indicate on your CV if you do NOT wish us to contact any of your referees before you are offered a post.

Your covering letter should include the following:

- Explain why you want to work for St Petrock's
- Explain why you are the ideal person for this role. The person specification for the role explains what we are looking for.
- If you consider yourself to have a disability under the Disability Discrimination Act (DDA), please let us know, and advise us if you require any particular arrangements to be made for an interview.
- It would help us if you told us where you heard about this post.

Please send you application to: Laura McIvor, Core Services Manager, St Petrock's (Exeter) Ltd, 10 Cathedral Yard, Exeter EX1 1HJ or by email to laura@stpetrocks.org.uk.

Closing date for applications: 30th May 2022 at 9am. *However, please note we recommend submitting your application as soon as possible, as we reserve the right to close this vacancy before the closing date should suitable candidates become available.*

St Petrock's is fully committed to safeguarding the welfare of vulnerable adults and children. We use "safer recruitment" practices throughout our recruitment processes, and all successful candidates will be subject to the highest level of DBS check that is legally permissible for their role. Any offer of employment is subject to a satisfactory DBS check.

BENEFITS OF WORKING AT ST PETROCK'S

As well as a competitive salary, all staff at St Petrock's benefit from the following:

- Being part of a **supportive team**, united by a shared mission and shared values and passionate about making a difference in the lives of people experiencing homelessness in Exeter.
- **Pension scheme:** St Petrock's contributes 5% of salary where the employee contributes 3% of salary.
- **Generous leave entitlement:** 33 Days (including public holidays, pro rata) with additional long service days after 5 years. NOTE: the Homelessness Team work some bank holidays, with time off in lieu.
- Free, confidential and independent **Employee Wellbeing Programme**
- **Training** provided to develop skills and enable career development.

St Petrock's (Exeter) Limited

JOB DESCRIPTION



Title of Post: HOMELESSNESS PROJECT WORKER

Responsible to: STP Homelessness Services Manager

Organisational Context

St Petrock's (Exeter) Ltd (STP) is Exeter's leading independent charity supporting people who are experiencing homelessness. Our mission is to "stand with and for people experiencing homelessness, and we will not give up until everyone in the Exeter area can enjoy a place called home".

Our work is informed by 7 Values which underpin not only *what* we do, but *how* we do it, and how we *relate* to one another. These are:

- **Respect:** We believe that everyone is worthy of respect and dignity.
- **Compassion:** We care about each individual and seek to meet them without prejudice.
- **Independence:** By staying independent, we can always put those we help first.
- **Perseverance:** We are here for the long haul, and will keep going for as long as the need exists.
- **Community:** We long for those we support to feel fully part of the generous local community which supports our work.
- **Integrity:** We commit to the highest standards of integrity and our values guide everything we do.
- **Accessibility:** The people we help face multiple challenges, but accessing our services must not be one of them.

As a small charity, consistent delivery of our services depends on the willingness of our staff team to work collaboratively and flexibly to meet the needs of our clients, to cover for absent colleagues, and generally to support one another to achieve our goals.

The STP Homelessness Services Team provides an extensive range of services to assist rough sleepers by providing emergency survival and welfare support, individual intervention to address particular pressing needs, and structured activity with the aim of showing value to those at risk whilst also assisting them into more settled accommodation. The Team also extends support to vulnerably housed individuals who are at risk of losing their accommodation, both to provide support to reduce the likelihood of repeat rough sleeping, and to maintain the relationship in case the individual does return to rough sleeping.

Job Purpose

As a multi-disciplinary team, the Homelessness Project Workers are responsible for providing front-line delivery of all emergency survival and other support services to rough sleepers and those who are vulnerably housed and at risk of repeat homelessness. As a small team, each member of the team is expected to work flexibly and collaboratively, bringing their particular skills, knowledge and strengths to deliver the best possible outcomes for rough sleepers and those at risk of rough sleeping, under the overall leadership of the Homelessness Services Manager. They are also responsible for demonstrating the charity's values to those they support, and in the way they relate to other staff.

Many of the clients that the Homelessness Services Team support have experienced sexual assault and/or may need support in matters related to sexual health and other matters of a very personal and sensitive nature. It is therefore essential that the team includes at least one male and one female Project Worker in order to enable this support to be delivered safely, to avoid re-traumatisation, to ensure good safeguarding practice, and to reduce the risk of unsubstantiated allegations. Therefore, in accordance with the Equality Act 2010, St Petrock's will have an Occupational Requirement for this post to be filled by someone who is specifically male or female in the event that the existing Project Workers all have the same gender.

Main Responsibilities:

1. TO WORK IN LINE WITH THE ETHOS of STP, including but not limited to:

- Behaving at all times in a manner consistent with the Values of STP and to support the implementation of the charity's Values in every area of our work.
- Showing reasonable flexibility to ensure consistent service delivery by carrying out any other duties as required, including to cover staff absences;
- Complying at all times with all relevant legislation and regulation, together with STP's Policies and Procedures.

2. PROVISION OF SURVIVAL SERVICES: To assist in the delivery of survival services to rough sleepers and the vulnerably housed, including but not limited to:

- Participation in the distribution of food and hot drinks, which delivered both by mobile outreach (on foot) and distributed at the St Petrock's Centre;
- Distribution of clothing, sleeping bags, etc., to rough sleepers in genuine need;
- Provision of showers, laundry services and other provision to meet basic needs of rough sleepers.
- To assist in the effective discouragement and management of any anti-social behaviour by STP clients in the vicinity of the STP Centre;
- Ensuring vulnerable individuals at high risk are identified, and liaising with appropriate statutory and other services to safeguard their welfare;

- Developing strong and effective partnership with other homelessness, housing, health, police and other relevant organisations to promote good joint working to the benefit of STP clients.

3. PROVISION OF SUPPORT SERVICES: To assist in providing individualised support to rough sleepers and the vulnerably housed, including but not limited to:

- To assist in the development of additional services to support and demonstrate value to people experiencing homelessness;
- Provision of individual and group support to rough sleepers and vulnerably housed to improve their health, safety and wellbeing, as well as to assist them into suitable accommodation;
- Development and delivery of meaningful occupation for groups to encourage a sense of purpose and routine, and to develop skills for independent living;
- Providing appropriate support to former rough sleepers who are vulnerably housed to enable them to not lose their accommodation;
- Maintaining good and accurate client records, including carrying out and keeping up to date needs assessments and risk assessments for clients (rough sleeper or otherwise) so that support can be tailored to the individual whilst protecting the safety and welfare of staff, the client and others
- Ensuring that all client records are kept securely to ensure client confidentiality.

4. ASSIST IN PROMOTING THE WORK OF STP and the welfare of our clients by attending appropriate meetings, networks and other events with local agencies and partners, and by supporting efforts to raise funds for our work.

I confirm that I have received and understood this Job Description

Signed:

Print name:

Date:



Title of Post: HOMELESSNESS PROJECT WORKER

This Person Specification sets out the essential and desirable qualities we expect to see evidenced by the successful candidate.

	Essential	Desirable
Personal Characteristics	<ul style="list-style-type: none"> • An occupational requirement for the postholder to be either male or female may apply in accordance with the Equality Act 2010 – refer to the Job Pack. • A genuine commitment to the Mission and Values of St Petrock's • Calm, patient and professional manner • Excellent team player with a flexible, proactive and adaptable attitude • Trustworthy and discreet in managing sensitive personal information. Awareness of confidentiality in relation to electronic, paper and verbal communications. • Non-judgemental attitude and ability not to be upset by clients who may be visibly distressed, frustrated or behave in challenging ways. • Cheerful, positive disposition • Self-motivated and able to work well with minimal supervision • Willingness to carry out flexible additional tasks where necessary to facilitate deliver of St Petrock's services • Honesty, reliability, creativity and flexibility • Good level of physical fitness; able to walk up to 6 miles per day across differing terrains. • Willingness to work outdoors in all weathers. 	



	<ul style="list-style-type: none"> • Willing to work some bank holidays on a rota basis. 	
Skills and Experience	<ul style="list-style-type: none"> • Experience of working in a similar 'frontline / face to face' role with people experiencing homelessness or similar. • Strong IT skills, including Outlook email, proficiency in Microsoft Office (including Word & Excel). • Excellent attention to detail. • Excellent time management skills and the ability to prioritise tasks to meet deadlines under pressure. • Excellent people skills • Very good written and verbal communication skills • Very good and engaging telephone manner • The ability to establish good working relationships with clients, colleagues, other stakeholders externally and to work well within a team. 	<ul style="list-style-type: none"> • Experience of working within the charity sector • Experience of working alongside volunteers. • Experience in managing challenging behaviours and / or confrontational situations in a calm and safe way. • Experience of working with people experiencing homelessness or other major hardship. • Experience of working with people with mental illness and/or substance misuse problems • An understanding of client key working methods and case working, and the implementation of different approaches, such as personalisation and trauma informed care.
Knowledge and Understanding	<ul style="list-style-type: none"> • A good understanding of professional boundaries • Relevant experience and good understanding of the issues involved in delivering effective support services to a range of vulnerable people. • An understanding of the complex issues contributing to homelessness and of the needs and aspirations of homeless people. 	<ul style="list-style-type: none"> • Awareness of current, relevant legislation and the impact of that legislation, including a working knowledge of the welfare benefit and housing benefit systems.
Qualifications	<ul style="list-style-type: none"> • Entitled to live and work in UK • Good basic education to GCSE standard or equivalent (GCSE grade C or equivalent in Maths and English) 	<ul style="list-style-type: none"> • NVQ level 2/3 in Social Care or other similar qualification