

Job Description: Resettlement Housing Empowerment Worker



Function:	Justice Services
Position:	Resettlement Housing Empowerment Worker
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	OMU Team Leader – Natasha Munslow
Additional reporting line to:	Head of Resettlement
Position location:	HMP Bronzefield

1. Purpose of the Job –

HMP Bronzefield is committed to the safe resettlement of prison leavers. Finding suitable, safe, supportive and sustainable accommodation is often a challenge for prison leavers and we seek to address this through innovation and partnership with local stakeholders.

The St. Hilda's House Project is a unique partnership between HMP Bronzefield, St. Hilda's Church and Hope into Action. The project provides accommodation for a small number of prison leavers from HMP Bronzefield into the local area of Ashford, Surrey.

The St. Hilda's House project comprises of accommodation in a small house which is owned by St. Hilda's Church and provides tenancy for 2-3 women for up to 2 years with the support of a network of church volunteers and specialist guidance from Hope into Action, a leading charity which enables churches to house the homeless.

We are seeking to recruit an Empowerment Worker to support the project and the tenants living in the house. The Empowerment Worker will meet regularly with tenants to provide resettlement support and advice, therefore we are looking for candidates with experience in navigating local government housing, finance and benefit systems/legislation.

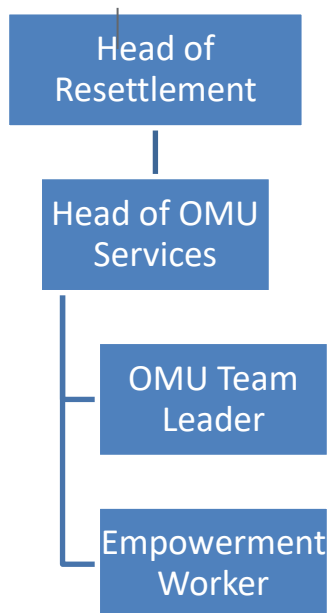
The successful candidate will act as liaison between the stakeholders as well as overseeing and supporting the team of volunteers from St Hilda's Church.

The successful candidate will also need to come into HMP Bronzefield to assist with identification of potential future tenants, build rapport and offer "through the gate" support at the point of release and moving into the property.

2. Dimensions – Point out the main figures / indicators to give some insight on the "volumes" managed by the position and/or the activity of the Department.

- Lead the assessment and referral process of potential tenants.
- Lead the case work for each tenant.
- Complete relevant paperwork as you work alongside tenants and project volunteers.
- Contribute to and make guided decisions around disciplinary measures required for tenants.
- Keep relevant paperwork and files up to date and compliant with relevant legislation.
- Write end of month reports for Line Manager

3. Organisation chart



4. Context and main issues –

- Empower tenants to reach their full potential and successfully move on from our house.
- Ensure that all tenants meet their financial obligations to the project.
- Ensure new tenants set up regular rent and personal charge electronic payments (where possible) and retain oversight concerning ongoing payments, delivering warnings and plans for repayments should arrears arise.
- Fill in monthly outcome reports and produce casework notes for all tenants.
- Attend tenant casework review meetings and staff supervision meetings.
- To move on tenants and evict where necessary adhering to relevant processes and policies. Deliver the relevant eviction paperwork and work with line management if court proceedings are required.
- Support the training of church volunteers.
- To support St Hilda’s Church volunteers to fulfil their roles, keeping them enthused and equipped
- Attend training events at the prison.

5. Main assignments –

- Meet and maintain house occupancy levels and understand house finances.
- Visit the house and support safety/conditions checks.
- Meet with regularly and be a source of advocacy for all tenants.
- Liaise between organisations to ensure that tenants do not miss crucial appointments.
- Assist tenants to navigate and apply for appropriate benefits, grants or other means of financial assistance
- Lead on communication between church volunteers and Hope into Action

- Support with liaison with other local female prisons and identification of possible suitable tenants.
- To complete the relevant paperwork and deliver all levels of warnings and disciplinaries to tenants when appropriate, whilst remaining accountable to line management and church partners.
- Attend away days, onsite or MS Teams meetings, training days and other events.
- Maintain and strengthen current systems offering suggestions for improvement where required.
- Occasional evening and weekend work may be required given the vulnerability of some of our tenants.

6. Accountabilities –

- Ensure effective communication between all project agencies, tenants and the prison, .
- Supporting tenants to maintain their tenancy agreements, financial commitments and house rules.
- Providing practical advice to tenants on a range of housing, employment and other associated resettlement issues.
- Working with St. Hilda's Church and Hope into Action and awareness of their policies and procedures.
- Using Hope into Action IT Systems to keep accurate records.
- Supporting and co-ordinating volunteers,
- Compliance with relevant safeguarding policies and measures.
- Reports completed to a high standard and on time.

7. Person Specification –

Essential

- You will need a flexible and professional approach.
- Experience of providing housing support and navigating the processes and requirements associated with claiming benefits, housing assistance or other grants.
- 5 GCSE A-C Grade or equivalent
- Ability to build professional pro-social relationships (with prisoners; with other prison staff; project volunteers, partner agencies and stakeholders).
- Knowledge of the 9 Pathways to Reducing Re-offending (for women).
- Non-judgmental understanding of the life experiences and social problems affecting women in custody and how these also affect their ability to resettle effectively and safely into the community.
- Ability to deal with potentially aggressive/abusive behaviour whilst remaining professional.
- Effective organisational skills including the ability to prioritise and meet deadlines and maintain high standards across all elements of the job.
- Ability to work effectively both in a team and on an individual basis.
- Developed communication skills (both oral and written).
- This post requires an Enhanced DBS check with barred lists and other clearance checks for access to the prison.
- To lone work when necessary and give self-direction within a defined set of parameters.
- To be comfortable attending prayer / thanksgiving / worship events and demonstrate sympathy with the Christian faith.

Desirable

- Experience working with those resettling from prison.
- Experience in planning and coordinating work.
- Experience of working with groups or individuals to motivate and change behaviour.
- An understanding of and commitment to equal opportunities and diversity good practice

- The ability to complete all mandatory training as required and learning “on the job” to support the job role

8. Competencies –

■ Innovation and Change	■ Rigorous management of results
■ Continuous improvement	■ Resilience
■ Working with others	■ Learning & Development
■ Impact and influence	

9. Management Approval –

Version	1	Date	
Document Owner	James Whiteley		