

Faith in Action Merton Homelessness Project

MANAGER – JOB DESCRIPTION

Job Title: FIAMPH Project Manager (31.5 hrs/4.5 days per week)

Responsible to: FIAMHP Management Committee.

A designated Trustee will act as line manager of the Project Manager.

Based: Merton Homeless Drop-in – currently at Salvation Army Hall, 109 Kingston Road, SW19 1LT.
FIA Office – Wimbledon Guild, 30-32 Worple Road, SW19 4EF.

Location: Your initial work bases will be at the Merton Homeless Drop-In and FIA Office or, following reasonable consultation with you, at alternative venues or home location as required.

Purpose of Job:

- Managing and running the Drop-in for rough sleepers, alcohol and drug-dependent street users, vulnerably-housed and homeless people
- Conducting outreach work to help service users 'move on', such as help with finding appropriate training, work and accommodation.
- Liaising with voluntary and public sector agencies
- Carrying out the administrative tasks associated with the project
- Supervising specialist staff and volunteers

Responsibilities:

In close consultation with the Management Committee to:

- Ensure the continuing provision of existing Drop-in services to users including provision of hot food, showers, and laundry facilities.
- Such provision could include devising and managing adjustments as required by external circumstances (such as the Covid-19 pandemic), and overseeing the move of the Drop-in and office to different premises if the need arises
- Ensure that specialist staff are offering appropriate information, support and advocacy to service users including assistance with paperwork, benefit claims, housing and drink/drug rehabilitation applications and, where appropriate, accompanying service users to appointments with external agencies, assisting in person if appropriate or necessary.
- Create a Drop-in environment which motivates and guides service users through the process of inclusion back into mainstream society
- Develop further services to service users as appropriate in consultation with the Management Committee
- Develop links with other relevant services in order to ensure that the differing needs of individual service users are addressed, and raise awareness locally of the FIAMHP purpose and services
- Facilitate the inclusion of hard-to-engage excluded members of the local community by identifying them through outreach activities, and working with and supporting them to access the Drop-in facilities
- In conjunction with Trustees and the Senior Project Worker, produce newsletters, publicity and other relevant promotional material as appropriate
- Support local publicity events and give talks to promote FIAMPH with the support of the Senior Project worker, where appropriate

- Supervise and support the staff in their daily work, and through regular supervision meetings, and an annual appraisal.
- Supervise the recruitment, training and support for volunteers, ensuring that there is sufficient cover for the Drop-in Centre to function effectively
- Ensure the:
 - Maintenance of accurate records and statistics
 - Management of petty cash, providing the Treasurer with a monthly account and overseeing allocation of funds to service users
 - Provision of regular reports to the Management Committee and funders
 - Monitoring and keeping under review the fitness for purpose of FIAMHP policies and procedures and updating as appropriate
 - Development of organisational performance targets and the criteria by which they can be assessed
 - Preparation, maintenance and provision of a training programme for staff and oversee provision for volunteers

PERSON SPECIFICATION

Essential Competencies

- Empathy with, and understanding of the aims and purpose of FIAMHP, and the committed non-judgemental approach to the service user group of the various faith groups and other local organisations
- Ability to engage and work with people in the service user group who are disaffected and excluded, and who have multiple difficulties
- Ability to manage difficult or challenging situations calmly and effectively
- Ability to manage, supervise and support employed staff, and maintain oversight of a team of volunteers, with the Senior Project Worker being principally responsible for volunteers
- Good organisational skills
- Ability to maintain good working relationships with the Management Committee, voluntary and public sector agencies and funders
- Good IT and report-writing skills.
- Good understanding of, and commitment to, the importance of equality of opportunity and the value of diversity
- Self-motivation and initiative

Desirable Competencies

- Experience of working with homeless people
- Some understanding of working with people with mental health problems and/or solvent misuse
- Community or social work background in voluntary or statutory sectors.