

JOB DESCRIPTION

Job Title:	Engagement Co-ordinator
Service / Department:	Morecambe Foyer
Reports To:	Service Manager
Responsible For:	N/A
DBS Check:	Enhanced with Adult and Child

Job Purpose:

At Salvation Army Homes we are dedicated to providing comprehensive, good quality housing services, support and resettlement for people who are or who have recently experienced homelessness.

The Engagement Co-ordinator will work closely with the team and our residents to develop and co-ordinate a programme of in-house activities based on client need and aspirations. They will also engage creatively with partner organisations who provide meaningful activities, education, training and employment opportunities and signpost clients accordingly. Building the strengths and talents of clients to help develop the skills and resources needed to transform their lives and enable independent living.

Main Duties and Responsibilities:

- To liaise with project Workers and clients to enable the development and delivery of a programme of in-house meaningful activities based on client need and aspirations across the services.
- To ensure information is readily available on a daily basis for all current and new clients to be kept abreast of activities available both in-house and within the community
- To regularly review the programme of in-house activities to ensure it continues to meet client need and aspirations and is adequately resourced
- To assist the staff teams and volunteers with the facilitation of 1:1 and group meaningful activities, where required
- To identify partner agencies and organisations who provide meaningful activities, education, training and employment opportunities, relevant to individual client need.
- To work in partnership with the project Workers to address clients' feelings of isolation and social exclusion whilst breaking down barriers by eg: - ensuring a holistic support package is provided to clients - encouraging client involvement in the community - supporting delivery of Passport to Independence and AQA Modules
- To assist with fundraising and budgeting for entertainment, materials and outings.
- To engage with community events, meetings and forums and, where appropriate, encourage client involvement
- To proactively encourage client involvement in aspects of running the service, facilitating client consultation and participation
- To engage with clients utilising Social Media platforms to promote activities and communicate with clients in the service.

Related Activities:

- To develop and maintain good professional working relationships with internal colleagues and external service providers creating close and productive partnerships in order to aid the provision of good quality support services and create a professional image of Salvation Army Homes
- To work within Salvation Army Homes's safeguarding policy and procedures, ensuring a person-centred and contextual approach to safeguarding and that appropriate action is taken in order to safeguard the wellbeing of children, young people and adults at risk, protecting them from harm whilst respecting their rights, wishes and feelings
- To be consciously aware of and use Salvation Army Homes safeguarding and health and safety rules, dealing with and / or reporting issues in accordance with local requirements
- Verbal and written reporting and maintaining Salvation Army Homes system requirements for creating and storing client records, reports and measuring outcomes
- Working within a rota system that can be flexible based on your availability, which will include some evening and weekend shifts. Also participation in an on-call rota system with the staff team may be required during periods of staff shortages and you may occasionally be required to attend the service to cover shifts.
- To participate in essential training, role related training and to work in accordance with all relevant Salvation Army Homes regulations including, for example the Code of Conduct, Equality, Diversity and Inclusion, Safeguarding, Health and Safety and Information Security.
- To fulfil the role by being adaptable and flexible to the overall activity that is necessary to be successful and effective.
- To fully align with Salvation Army Homes values and behaviours and to adopt an 'advantaged thinking' perspective through language, conduct and behaviour.

PERSON SPECIFICATION

Qualifications and Memberships:

Though not essential, the following membership / qualifications or equivalent level experience would be beneficial in this role:

- None

Aptitudes and Abilities:

- Proactive and self-motivated with a can do attitude
- Demonstrable empathy with the client group
- Confident and capable communicator with the ability to inspire, engage and challenge
- Great verbal, written and influencing skills
- Ability to use a computer, eg Microsoft packages and capacity to successfully navigate support packages used by Salvation Army Homes
- Able to be flexible with working hours to accommodate a working rota in conjunction with the needs of the service and team members
- Willingness to take part in outdoor/residential activity on occasion
- Ability and willingness to travel between service locations
- Ability to plan forward, prepare and deliver life skills sessions

Experience and Interests:

- Experience of or knowledge related to working with homeless people
- Proven capacity to deal successfully with difficult and complex situations
- Understanding of wider support and funding facilities available for vulnerable clients
- Experience of supporting vulnerable people or groups
- Capacity to understand individual action plans, personal development programmes and need and risk assessment

Values and Behaviours:

To be successful in this job you need to be fully aligned with our values and behaviours. They mean a lot to us. They help define how we should all work and this helps us to stand out from other providers and employers. Please see overleaf.

S	Servant Leadership — we help people thrive	Have we given our audience everything they need to succeed in their next step?
P	Passion — we love our work	Have we spoken boldly and with confidence? Have we spoken out rather than stayed silent?
I	Inclusion — this is a team effort	Have we kept our communication simple and to the point? Have we used clear, accessible English?
R	Respect — we show respect for all	Have we given our audience credit for their intelligence? Have we advocated for our residents?
E	Empowerment — we have trust	Have we given the right context to our message? Has our communication been story-driven?