

C4WS HOMELESS PROJECT

Registered Charity No. 1189622

WELFARE COORDINATOR (LP)

Job Description April 2024

JOB TITLE	Welfare Coordinator (WC)
EMPLOYED BY	C4WS Homeless Project
RESPONSIBLE TO	C4WS Homeless Project Trustees
LINE MANAGEMENT	C4WS Director
HOURS	35 hours per week, flexibly applied
SALARY	£30,000 per annum
DURATION	12 month contract (with the possibility to extend subject to performance, funding and structure reorganisation)
ANNUAL LEAVE	25 days per annum pro rata (leave to be negotiated with other project staff to ensure there is always cover)

SCOPE OF THE POST

- You will provide holistic welfare support to guests across C4WS's projects
- To directly support the guests of shelter both during and after their stay.
- To work with the Director, Welfare Coordinator, Shelter Coordinator and Employment Support Coordinator to achieve the successful and smooth running of the shelter.
- To be the staff presence at up to 2 shelter evenings a week as per the rota, including weekend shelter shifts (with additional cover when needed)
- To organise and coordinate the operational delivery of the C4WS Sunday Club & Launchpad projects, as well as stock management of donations.
- To carry out essential administrative tasks, such as reports to the trustees, statistics and writing the annual report.

Winter Shelter Welfare

Our winter shelter provides emergency accommodation to those who are homeless. Guests referred to the shelter are allocated a member from the Welfare Team to provide personalised holistic support. This is aimed at helping them achieve positive move-ons, address the issues that led to them becoming homeless and identifying and putting in support to overcome potential barriers once they have left the shelter to prevent them returning to homelessness.

Welfare Support for Shelter Guests

- Have a caseload of up to 8 guests in the shelter at any one time and develop personalised move-on plans into stable and appropriate accommodation.
- Working with the guest's referral agency and any partner organisations involved in their case.
- Case working may involve helping obtain ID, arranging and helping them manage all appointments, making housing referrals, support them with accessing and managing benefits, helping access appropriate external welfare services, making grant applications for financial and other support and advocating on their behalf.
- Working with the C4WS staff team to ensure guests access other relevant in-house support and integrating this into their move-on plan. This includes our Jobs Club, Wellbeing Tuesday, English Classes and Sunday Club.
- Working with all guests who move-on from the shelter with our Next Steps programme to help them prepare for independent living.

Continued Welfare Support after Move-On

- Providing continued welfare support to guests who move-on from the shelter to ensure a smooth and successful adjustment to independent living. This might include accessing local services, managing a budget and savings plan, understanding all aspects of tenancy management, making applications for financial and other support to help them furnish a new home.

- Making in-person follow-up meetings.
- Ensuring access to appropriate in-house services (e.g. Jobs Club, English Classes, Wellbeing Tuesday, Sunday Club) and referring them to C4WS's Mentoring and Befriending Scheme, where appropriate.
- A move-on from the shelter might involve referrals to hosting projects as a stepping stone to being able to access housing. You will make referrals and support guests in these placements through to move-on.

Shelter Duties

- Giving direct assistance to the Church Coordinators as arranged by the staff including:
- Briefing the volunteers on an evening shift and signing in the guests – recording any issues that arise on the night and passing them on to the relevant staff member(s).
- Passing on relevant information to the guests.
- Ensuring that all guest / shelter-related decisions are communicated to- and discussed with the relevant members of staff within an appropriate timeframe.
- Covering shifts for other staff members as and when needed.
- Being the emergency contact for shelters overnight when on shift.

Other Welfare Support

- Where needed, providing on-site support at other projects such as the Friday Club drop-in.
- Managing office drop-ins and phone/email queries for welfare.
- Attending Steering Group meetings with our panel of former guests.
- Supporting the second Welfare Coordinator with ensuring high-quality delivery of all welfare services to our guests and helping develop new projects and services, under the line management of the Director.

Working with the Director, Welfare Coordinator, Shelter Coordinator and the Services and Data Manager

- To have regular telephone contact and weekly meetings with all staff members, and to work alongside and give support to the Director and Welfare Coordinator to achieve the efficient and smooth running of the Project.

Reporting

- Reporting on progress of a Work Plan as agreed with the Director.
- Attending C4WS Homeless Project Trustee meetings as necessary.

Monthly and Annual Reports

- To collect and maintain basic statistical information on the project's operation and to use this in the production of monthly statistical reports and in the C4WS Annual Report as required.
- Create and maintain a record of guest support provided, documenting a pathway towards every move on. To be accountable for advice provided, and to undertake relevant training to ensure a sound knowledge of the Welfare system and UK Housing Rights.
- Submitting reports to funding bodies as required.

OTHER RESPONSIBILITIES

Outside Links

- To represent C4WS Homeless Project as required to external stakeholders such as the local council, churches and community groups, and other homeless projects and related charities.

Values

- To work within the boundaries of Christian values (compassion, forgiveness, humility, and integrity) with guests, the church coordinators, volunteers, fellow workers and all those working to support the shelter project.

General

- To carry out any other duties that may reasonably be required.
- To support fundraising activities.