



Job Description

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| JOB TITLE: | NEWdawn Caseworker |
| HOURS: | 35 hours per week |
| USUAL HOURS: | Core hours between 8:30am-3:30pm, Monday to Friday in our day centre, which includes weekly case work meetings. May require some evenings and 7:30pm-9pm in the church venues, in winter months. |
| CONTRACT: | 1 st November 2024- ending 31 st March 2026 (subject to continuation funding) |
| PAY: | £16.64 per hour (£30,284.80 per annum) |
| LOCATION: | Daytime: Bobby Moore Sports Pavilion, London E6 2SG. Evenings as required across Host Church venues in the London Borough of Newham |
| RESPONSIBLE TO: | NEWdawn Manager (Ami Moulton) |
| RESPONSIBLE FOR: | NEWdawn Guests |
| WORKING WITH: | Working in close partnership with the team of NEWday Caseworkers, other members of NEWway staff and volunteers and visiting organisations. You will work closely with our NEWday manager, Abbie Russell and Administrator Aggie Osmolska. Also required to work with external agencies, referral partners, local churches, funders and third sector partners |

NEWway Project was set up in 2013 to support the rising numbers of homeless people in the London Borough of Newham. Our team works alongside specialist support agencies, hundreds of local volunteers and churches across the borough to provide a winter night shelter and year-round advocacy and daytime support services for local rough sleepers. We are proud holders of the prestigious 'Excellence Practice Standard' Housing Justice Quality Mark. Further info can be found at: www.newwayproject.org.



AIMS OF POST

1. Holding a caseload of adults who are experiencing homelessness and associated trauma, and are staying in our winter night shelter, and ensuring their needs are met with the aim of securing more permanent housing and move-on options.
2. Supporting the NEWdawn Manager in developing relationships with Churches and Congregations, developing a wider community response for those rough sleeping in our borough.
3. Working to support our vision of seeing Isaiah 58 come to fruition in our community by giving food to the hungry and shelter to the homeless with a passion to see cycles of homelessness broken.
4. We believe that each person is unique and created in the image of God. As such, we ask that you work in a way that is inclusive, open and without judgement. We seek to follow the command to love God, with all our heart, soul and mind and to love each other, as we would ourselves.

DUTIES OF JOB ROLE

You will be working to complete the following tasks:

a) Advice & Advocacy

- Managing relationships with local referral agencies and carrying out assessments on new guests.
- Arranging case work appointments and develop a personalised resettlement plan with every guest in order to help them secure move-on options (preferably permanent accommodation)
- Providing holistic and person-centred advocacy that seeks to understand the root causes of each guest's situation and addressing obstacles to resettlement that exist, such as acquiring ID, applying for benefits, opening bank accounts, applying for housing, liaising with the council and other housing providers, and addressing immigration issues.
- Assisting the guest in accessing other specialist support/advice services as needed, e.g. mental health support, substance misuse, legal advice etc.
- Advocating on the guest's behalf and thinking creatively to overcome resettlement obstacles
- Working with the guests in a sensitive manner that is suitable for vulnerable adults
- Developing a working, up-to-date knowledge of the benefit system
- Maintaining accurate records of guests' plans and outcomes
- Ensuring that guests' personal data is stored securely in line with GDPR and our data handling and confidentiality policies



b) Ensuring that guests have the opportunity to explore the Christian faith

- Praying daily for the guests in the night shelter
- Sensitively and appropriately initiating conversations about faith and spiritual needs with guests
- Assisting guests in accessing local church communities, including Sunday services

General duties

- Attending and effectively contributing to team meetings; highlighting issues and suggesting improvements to project delivery
- Being actively involved in personal development and attending training courses as appropriate
- Keeping accurate records of all expenses, payments, receipts and donations
- Gathering monitoring and evaluation data throughout the contracted period, including care records on Upshot
- Working with the NEWdawn Manager and NEWway Administrator to compile monitoring reports for funders
- Corresponding professionally with all external organisations both verbally and in writing

Person Specification

E=Essential, D= Desirable

Please note that the post-holder will be subject to an enhanced DBS check.

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| Experience of working directly with homeless and/or vulnerably housed adults | E |
| Knowledge of housing services and benefits application processes (or an interest to develop knowledge) | E |
| A passing understanding of current housing legislation and policies | E |
| Knowledge of Legal/ Housing/ Social Welfare systems | D |
| Strong communication and writing skills | E |
| Good administrative and organisational skills | E |
| Ability to network with external agencies and organisations | E |
| Experience of using IT effectively within a work setting | E |
| Experience of working in a community-based setting | D |
| RELATIONS WITH PEOPLE | |
| Able to liaise and develop effective networks and working relationships with a wide range of people | E |
| Commitment to person-centred approach | E |
| Ability to work effectively in collaboration with colleagues | E |
| Ability to listen and communicate effectively with those facing homelessness | E |
| Ability to treat guests and volunteers respectfully, by listening, encouraging, getting alongside | E |
| Experience of managing conflict or challenging behaviour within a work setting | E |
| Ability to sensitively and appropriately initiate conversations about faith and spiritual needs with guests | E |
| INITIATIVE AND INDEPENDENT ACTION | |
| Punctual and reliable | E |
| Ability to be self-motivated, generate and prioritise personal workload | E |
| Willingness to take on the required training | E |
| Able to meet deadlines whilst maintaining high standards of quality | E |
| OTHER | |
| This post carries a Genuine Occupational Requirement to be of Christian faith | E |
| Driving licence holder with access to a vehicle | D |
| Able to work flexible hours | E |