



Job Description

- JOB TITLE:** NEWdawn Caseworker
- HOURS:** 35 hours per week
- USUAL HOURS:** To work on a flexible basis between 8:30am- 2:30pm, Monday to Friday in our day centre, and 7:30pm-9pm in the church venues. Also required to attend weekly case work meetings
- CONTRACT:** Fixed Term Contract 1st October 2023- ending 31st March 2024
- PAY:** £16.23 per hour (£29,539 per annum)
- LOCATION:** Daytime: Bobby Moore Sports Pavilion, London E6 2SG. Required to attend meetings and conduct case work appointments in Host Church venues across the London Borough of Newham
- RESPONSIBLE TO:** NEWdawn Manager (Ami Moulton) as well as the NEWway CEO (Angie Allgood), and the board of Trustees of this CIO
- RESPONSIBLE FOR:** NEWdawn Guests
- WORKING WITH:** Working in close partnership with the team of NEWday Caseworkers, other members of staff and volunteers and visiting organisations. You will work with our 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 ensure their needs are met with the aim of securing more permanent housing and move on options.
2. To support the NEWdawn manager in developing relationships with Churches and Congregations, to develop a wider community response for those rough sleeping in our borough.
3. Work 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 with the NEWday caseworkers to complete the following day centre tasks:

a) Advice & Advocacy

- Manage relationships with local referral agencies and carry on assessments on new guests
- Arrange case work appointments and develop a personalised resettlement plan with every guest in order to help them secure move-on options (preferably permanent accommodation)
- Provide holistic and person-centred advocacy that seeks to understand the root causes of each guest's situation and address 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
- Assist the guest in accessing other specialist support/advice services as needed, e.g. mental health support, substance misuse, legal advice etc.
- Advocate on the guest's behalf and think creatively to overcome resettlement obstacles
- Work with the guests in a sensitive manner that is suitable for vulnerable adults
- Develop a working, up-to-date knowledge of the benefit system
- Maintain accurate records of guests' outcomes
- Ensure 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
- Encouraging volunteers to be open about their faith, including managing introduction to Christianity courses and Bible studies
- Assisting guests in accessing local church communities, including Sunday services

General duties

- Attend and effectively contribute to team meetings; highlighting issues and suggesting improvements to project delivery
- Be actively involved in personal development and attend training courses as appropriate
- Keep accurate records of all expenses, payments, receipts and donations
- Gather monitoring and evaluation data throughout the contracted period, including care records on Upshot
- Work with the NEWdawn Manager and NEWway Administrator to compile monitoring reports for funders
- Correspond 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.

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 as equals 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
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