

Caseworker Admin Support worker

Job Description & Person Specification

Job title:	Caseworker Admin Support worker
Responsible to:	FCENS Trustees
Hours:	15 hours per week: Mon-Fri (7.30pm - 9.30pm, plus 5 hrs/week to be agreed)
Duration:	5 months fixed term contract (1 Nov 2018 – 31 Mar 2019 inclusive)
Salary:	£10.20 /hr plus 2% employers pension contribution (includes paid public holidays and pro rata holidays)

About FCENS

FCENS is an independent charity set up by a group of local churches in Waltham Forest who are motivated by a common concern for the plight of the homeless in the borough. The project provides a rolling night shelter with up to 30 bed spaces every night from 1 November to 31 March - guests sleep at a different church venue each night. More than 250 volunteers cook, serve and sit with our homeless guests who come to us for accommodation, food and friendly company. When temperatures drop below freezing, we take in all that come to us, as long as it is safe to do so. We believe in providing a high quality and compassionate service to our homeless guests many of whom have a range of support needs, such as alcohol dependency and mental health issues. The project accommodated over 200 homeless guests during the last winter season and anticipates a similar number this year.

FCENS employs three staff; one Caseworker and two Overnight Project Workers to supervise and ensure the safety of our guests. We are looking for a confident and empathetic person to join our team. This post is to assist the caseworker with the registration and welcoming of guests. The work will largely be in the twilight hours and between 7pm and 9pm.

Come and be part of something special and help to relieve poverty amongst street homeless people in Waltham Forest.

Purpose of post

This is a temporary fixed term, part time contract of up to 15 hrs per week. The successful applicant will be required to operate from different venues as offered to the Charity to meet guests. You will receive supervision and the opportunity to attend training sessions.

Job Description

The Caseworker Admin Support Worker will work alongside the Caseworker and be responsible for maintaining accurate and timely records (computer and paper) of all guests attending the night shelters each night across LBWF.

The Caseworker Admin Support Worker will have an office base but will be required to work in shelters across LBWF each night when the shelter opens, to assist registration of all guests attending the shelter.

5 additional hours are allocated to this role to enable all records (referral forms) to be entered onto the in house computer system (INFORM) and undertake any data analysis required. This is flexible and may be negotiated with the Caseworker/Trustees.

You will be required to ensure all required paperwork ie risk assessments are maintained and filed accurately.

With appropriate notice, you may be required to attend meetings during the working day.

You will receive full training and direct supervision and the opportunity to attend additional training sessions as required.

Please note: Successful applicants will be expected to attend Induction Training (date and venue to be confirmed) for which you will be paid.

Responsibilities

1. Maintain registration records (computer and paper) of all guests attending the night shelter.
2. Ensure all records (referral forms) to be entered onto the in house computer system (INFORM) and undertake any data analysis required.
3. Ensure all required paperwork ie risk assessments are maintained and filed accurately.
4. Maintain good, positive relationships with colleagues, shelter guests and volunteers
5. Follow best practice procedures for the security and safety of the guests and volunteers according to the Vulnerable Adults and Safeguarding policies.
6. Ensure excellent communication with the Caseworker, Trustees and volunteers as required, communicating regularly to report on progress and concerns
7. Undertake any other reasonable duties to aid the good running of the project as required by the FCENS Trustees including updating FCENS website, fundraising support etc

Person Specification

The successful candidate will have:

Essential

- Good IT skills , previous experience of entering data using on line forms
- Ability to work as part of a team and be a supportive team member
- Good communications skills (as indicated in the Communications Policy)
- Empathetic approach to people in difficult situations
- Ability to deal with challenging behaviour in positive/confident and respectful manner
- Ability to adhere to and implement Health & Safety, personnel and operational policies
- Understanding of and commitment to Equal Opportunities and Confidentiality policies
- Able to work flexible hours (early evening)
- Able to work within a Christian ethos

Desirable

- Understanding of wider issues facing homeless people
- Experience of working in the field of homelessness
- Experience of working in a voluntary organisation
- Previous experience of working in office environment
- Ability to speak Polish, Russian or other Eastern European languages
- Relevant training certificates (computer training/data entry, first aid)

How to apply

Applicants should fill in the application form below;

1. A full CV with the names, addresses and telephone details of 2 referees
2. A covering statement outlining clearly why they would be suitable for the role.

The successful applicant will be offered a 3 month fixed term temporary contract for the winter season 2018/2019

Please note: Previous unsuccessful applicants who have been shortlisted and interviewed for other posts with FCENS but failed to be appointed may indicate their interest in the post but the Appointment Panel reserve the right not to include when shortlisting. All policies referred to are available on the FCENS website.

Please email the completed form to FCENS Trustees at info@forestnightshelter.org.uk to arrive no later than 5pm Thursday 27th September 2018

Interviews will take place on Tues, 2nd October 2018 and the successful candidate will commence employment on 1 November 2019.

Employment is subject to the provision of adequate references and an Enhanced Criminal Record Check.

FCENS is a London Living Wage employer and encourages applicants from all sections of the community.



Application Form

Please Email to:

Forest Churches Emergency Night Shelters
 St Marys Parish Office
 8 Church End
 Walthamstow
 E17 9RJ
info@forestnightshelter.org.uk

Please complete all sections clearly using black ink. You may type the form. CVs will not be accepted.

Position applied for:

How/where did you hear of the vacancy?

Personal Details

Title Mr/Mrs/Miss/Ms/Other

Email

First Name

Home telephone

Surname

Mobile telephone

Address

Work telephone

May we contact you at work? YES / NO

Post Code

Are you legally eligible for employment in the UK? YES / NO

Do you hold a current/clean driving licence? YES / NO

Please give the details of two referees, one of whom should be your present or last employer. Referees will only be approached after interview and prior to any offer of employment made.

Referee 1

Name

Address

Tel

Fax

Email

How is this person known to you?

Referee 2

Name

Address

Tel

Fax

Email

How is this person known to you?

Starting with the most recent, please give details of your education history and exam results.

EDUCATION + QUALIFICATIONS		
Dates From/To	Name and Address of School/College/University	Qualifications/Grades obtained if applicable

Please give details of any training courses attended and the outcomes.

TRAINING		
Dates	Institution/In-house	Qualification obtained if applicable

Starting with your most recent employer, please give details of your employment history, including any voluntary work you have done.

EMPLOYMENT			
Dates From/To	Name & Address of Employer	Position held and brief description of duties	Reason for leaving

Please continue on a separate sheet if necessary

Using the Person Specification please demonstrate how you meet the requirements of this position giving specific examples of skills, knowledge and experience gained through paid or voluntary work or personal experience. Please also explain briefly why you are interested in the position.

Please continue on a separate sheet if necessary

Rehabilitation of Offenders Act

The post for which you are applying is exempted from the provisions of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 Amendment Order 1986. This is because the work will include a significant degree of contact with vulnerable adults. Therefore you are required to provide full details of all convictions, cautions and bind-overs, including those regarded as spent under the ROA, and any pending prosecutions. Failure to do so may disqualify you from appointment or result in summary dismissal.

The post requires that you undergo Enhanced Disclosure, which will disclose any conviction, spent or unspent that you may have.

Disclosure of this information will not necessarily debar you from employment – this will depend on the nature any offence(s), frequency and when they occurred.

1. Have you ever been charged with, cautioned or convicted in relation to any criminal offence; or are you at present the subject of a criminal investigations/pending prosecution?

YES / NO

If yes, please give details including the nature of the offences and the dates. Please give details of the court(s) where your conviction (s) were heard, the type of offence and sentence(s) received. Could you also give details of the reasons and circumstances that led to the offence(s). Continue on a separate sheet if necessary.

.....
.....
.....

2. Have you ever been the subject of a police investigation that didn't lead to a criminal conviction? Yes/No

If yes, please give details below, including the date of the investigation, the Police Force involved, details of the investigation, the reason for this, and disposal(s) if known.

.....
.....
.....

3. Has there ever been any cause for concern regarding your conduct with children, young people, vulnerable adults? Yes/No

If yes, please give details below.

.....
.....

Declaration

I confirm that the information given on this job application form is correct and I understand that, if appointed on false information given on this form, I may be summarily dismissed. I give my consent to process the enclosed personal data under the Data Protection Act 1998 on the understanding that it is used to determine my suitability for the post applied for. I confirm that I am not barred from working with children/vulnerable adults from engaging in regulated or controlled activity.

I consent to a criminal records check if appointed to the position for which I have applied. I am aware that details of pending prosecutions, previous convictions, cautions, or bindovers against me will be disclosed along with any other relevant information which may be known to the police, and Lists held in accordance with the Safeguarding Vulnerable Groups Act 2006.

I understand that a check will be made with the Independent Safeguarding Authority and that it is an offence for any person to commence Regulated Activity without first being ISA-registered.

I agree to inform FCENS if I am convicted of an offence or become the subject of a police and/or a social services/(Children's Social care or Adult Social Services)/social work department investigation after I take up any post within the organisation. I understand that failure to do so may lead to the immediate suspension of my work with vulnerable adults and/or the termination of my employment.

Signature of Applicant.....

Date.....

EQUAL OPPORTUNITY MONITORING

In order for us to effectively monitor the fairness of our recruitment, we ask that you provide the information requested below. Please note that this is entirely voluntary, but we ask that you respond to this information request positively as it will help us ensure that our policies and practices do not inadvertently discriminate against you because of your ethnicity.

West London Churches Homeless Concern assures you that any information you provide here will only be used to monitor the effectiveness of our policies. We will ensure that the information you provide remains confidential and will be used for statistical monitoring purposes only.

Position applied for.....

Gender: Male Female

What is your ethnic group? Choose ONE option from A to E by circling the appropriate category.

A White

- British
- Irish
- Scottish
- Welsh
- Any other White background: please specify

B Mixed Heritage

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other Mixed background, please specify

C Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Any other Asian background, please specify

D Black or Black British

- Caribbean
- African
- Any other Black background, please specify

E Chinese or other ethnic group

- Chinese
- Any other background, please specify

Disability

The Disability Discrimination Act 1995 defines a disabled person as someone with a physical or mental impairment which has a substantive and long-term adverse effect on his/her ability to carry out normal day-to-day activities.

- Having read this definition do you consider that you have a disability (please circle)? YES/NO
- Are there any special arrangements we need to make in order for you to attend an interview? YES / NO

If yes, please tell us what they are

.....

.....