

JOB DESCRIPTION

Job Title	SWEP Coordinator
Contract Type	Full-time, 12 month fixed term (initially)
Hours to be Worked	The full time standard working week at Urban Outreach (UOB) is 9.00am – 5.00pm Monday to Friday with 1 hour lunch break. Some work outside these times will be required on a rota basis.
Place of work	The principal place of work is currently 'Environ House', Salop Street, Bolton. The post-holder may however be required to work at various other operational locations within Bolton as deemed appropriate for the execution of specific duties.
Directly responsible to	UOB Chief Executive (initially), as this new initiative develops.
Directly responsible for	Shared responsibility for SWEP volunteers

Context:

Bolton Severe Weather Emergency shelter Provision (SWEP) is an initiative delivered by the **Bolton Homeless Alliance**. Principle partners in the Alliance are Bolton Council, Urban Outreach, Bolton Council of Mosques and Homeless Aid UK. Other organisations involved in supporting the SWEP are the Police, the NHS and social housing providers including Bolton at Home.

Our aim is to provide an overnight emergency shelter for rough sleepers in Bolton during the winter season. Our vision is that no-one, whatever their background or circumstances, should have to endure the desperation and indignity of living on the streets of Bolton at any time.

Main Duties:

1. Work with Bolton Homeless Alliance members to plan and deliver the facilities and support needed to deliver the SWEP service in Bolton.
2. Develop and maintain effective working relationships with partner organisations to continuously develop the service in response to need.
3. Deliver awareness raising presentations and training to partner agency staff and volunteers.
4. Work with specialist practitioners and volunteers to help rough sleepers access appropriate and timely services.
5. Risk Assess all SWEP service provision and work with others to establish and maintain safe working practices.
6. Maintain records, files and database logs. Collect and provide information in accordance

with project specification and contractual requirements.

7. Maintain data security and information-sharing protocols.
8. Abide by commonly observed personal and professional boundaries and UOB's Code of Conduct.
9. Be vigilant in safeguarding adults from harm and participate fully in any safeguarding related procedures.

General Duties:

10. Support other office staff in ensuring phone lines and 'reception' / intercom is covered at all times. Take messages and signpost customers.
11. Help organise and attend meetings as required to ensure effective planning and communication.
12. Support other UOB project activities and events as required.
13. Support the preparation of material for 'good news stories', case studies, outreach publicity displays, our website and social media accounts.
14. Undertake relevant training and continuous professional development.
15. Participate in one-to-one competency appraisals, supervision and team meetings
16. Be familiar with and abide by all the policies and procedures of Urban Outreach with particular regard to adult safeguarding, data protection, information security, confidentiality, befriending, health and safety including lone working.
17. Deal promptly with complaints and queries from partners, clients, the press or the general public in accordance with UOB procedures.
18. Undertake other duties and responsibilities consistent with the objectives of this post

PERSON SPECIFICATION

Please try to show on your application form, how you meet all the items on this specification. Your response will be used for shortlisting and interview purposes.

Essential Criteria

Knowledge, Skills and Experience

1. Demonstrable personal commitment to the charitable objects and Christian ethos of UOB.
2. Personal attributes of honesty, integrity, emotional resilience, empathy, confidence and determination.
3. Experience in working with and supporting vulnerable adults.
4. Good attention to detail. Speed and accuracy in completing tasks.
5. Good general knowledge of adult safeguarding, data protection, confidentiality and health and safety, and their practical application within organisations such as UOB.
6. Good customer service skills and the ability to engage and communicate effectively with professionals and clients alike.
7. Good listening, mediation and negotiation skills.
8. Good ICT skills. Able to use Microsoft Office (Outlook, Word, Publisher, Excel and

Access)

9. Able to communicate and present information clearly and confidently both written and verbally.
10. Experience of multi-disciplinary working in a relevant discipline, (e.g. social work, housing, education, criminal justice, health, substance misuse or social care)
11. Able to build and maintain good relationships with partner organisations.
12. Able to work on own initiative, set own priorities in order to meet targets and deadlines.
13. Able to work effectively as part of a wider team at UOB, supporting one another to achieve a shared vision, mission and aims.
14. Flexibility, a willingness to take on tasks at short notice and an ability to work effectively under pressure.

Training and Qualifications

15. This role involves direct work with vulnerable people, requiring an Enhanced Disclosure and Barring Service (DBS) check. We can arrange this.
16. Must have the use of a car (with business insurance) and a full clean UK driving licence.

Desirable Criteria

17. Experience of working with the homeless and rough sleepers.
18. A relevant professional qualification.
19. Experience of presenting to professionals within our partner organisations.
20. Experience of inputting, extracting and reconciling data from software systems.