

**DERBY CITY MISSION (DCM)  
JOB DESCRIPTION**

<b>Job Title:</b>	Floating Support Worker, 37.5 hrs per week [Full Time]
-------------------	--

<b>Salary:</b>	£11 per hour
----------------	--------------

<b>Section A:</b>	<b>Background Information to DCM</b>
-------------------	--------------------------------------

DCM exists to serve the city of Derby and surrounding counties in Social Action and Christian Mission. We are good news to those who need it most; we believe in providing a high quality service to our homeless guests, many of whom have a range of support needs, such as drug and/or alcohol dependency and mental health issues, based on a Christian ethos of love and compassion.

We are committed to empowering and fostering partnerships within both church and other agencies. This winter we will be working in partnership with a number of local and statutory agencies including Derbyshire County Council and 8 other local authorities across Derbyshire, Public Health England, Pathways, P3, Freedom, drug and alcohol services to support those who have found themselves homeless and are being temporarily housed in B&Bs across the county. Because of COVID restrictions we are not able to accommodate guests sleeping in communal areas such as church halls as we have previously with our nightshelters.

This role is for a fixed term of four months from 1<sup>st</sup> December 2021 to 31<sup>st</sup> March 2022.

<b>Section B:</b>	<b>Responsible To:</b>
-------------------	------------------------

- Project Coordinator

<b>Section C:</b>	<b>Main Objective</b>
-------------------	-----------------------

To work one-to-one with individuals who may be facing multiple and complex challenges, responding to their immediate essential and care needs and supporting them going through the toughest of life transitions from the streets into more stable accommodation, through face-to-face meetings, phone calls and text messages, using non-collusive and non-coercive supportive conversations that create a sense that change could be beneficial and possible.

<b>Section D:</b>	<b>Duties &amp; Responsibilities</b>
-------------------	--------------------------------------

The role:

- The role will work as part of a two person team across Derbyshire supporting people placed in accommodation during winter.
- You will need access to a car
- Receive and assess referrals to the project
- Welcome, introductory visit and settle-in residents when accommodated
- Conduct regular support visits. If support is declined and where engagement is poor – efforts must continue to be made to check in and make safe and well/risk checks both through attending the properties and liaison with other agencies. Where there are

concerns, these should be communicated to project coordinator and reported via a safeguarding referral as below if applicable.

- Support visits to people in accommodation at risk of losing their home to prevent homelessness.
- Ensure Covid-19 safety by providing masks & hand gels
- Liaising with health teams to allow clients to access vaccinations and boosters
- Co-ordinating actions and interventions across multiple services including mental health, drug alcohol, adult & children's social care teams and NHS services including local GP surgeries
- Assisting people in accessing welfare benefits including Universal Credit & Housing Benefit and setting up a bank account
- Make use of local community centres / facilities to meet clients and help with engagement
- Provide food and other essentials for people needing help and in the advent of a positive Covid diagnosis
- Reporting on daily progress of the project
- You will be expected to work across 7 days a week rota cover during daytime and evening
- Facilitate joint working between multiple agencies including P3, Pathways, Drug and Alcohol Services, Churches and other projects
- Participate in partnership reviews and multi-disciplinary meetings, and provide reports as appropriate.
- Provide written records and accurate and timely reports, statistical data and case studies as required by stakeholders, the Mission and your line manager.

### **Policies & Procedures**

- Comply with the risk management/incident reporting system for the project.
- Work to safeguarding legislation and policies for vulnerable adults at all times.
- Work in collaboration with all criminal justice and agencies to effectively engage and where appropriate support the enforcement of criminal sanctions for ongoing criminal or anti-social behaviours.
- Follow all policies and procedures to ensure high quality and effective service delivery.
- Maintain professional boundaries at all times.
- Prepare for and participate in supervision and appraisals.
- Keep abreast of developments in services, legislation and practice relevant to the client group.

### **Other duties to include:-**

- Leading acts of Christian worship and prayer for members of DCM staff team and others
- Participating in or (as appropriate) leading presentations of DCM's work and our Christian Basis of Faith to external organisations and stakeholders
- Participate in cross-functional projects
- Any other duty as required by your line manager commensurate with the post

**This is not an exhaustive list of duties and the post holder may be required to undertake other reasonable duties commensurate with the post, to meet the needs of the organisation.**

Derby City Mission Limited ("DCM") is a Christian missionary organisation. Its purposes combine social action with the presentation of the Gospel of Christ in (typically, but not exclusively) informal settings. All employees are expected to participate in and, if requested, lead acts of Christian worship and prayer, which are part of DCM's regular team events. All employees are also expected to belong to a worshipping Christian community, from which to draw personal and prayer support, which DCM regards as vital to underpin an employee's contribution to our mission and activities in the sectors of society with whom we work. The holder of this post is expected to lead Christian acts of worship and prayer. The nature of our work is that all employees, whatever their role, have contact with our guests, service recipients, and stakeholders. In the course of that contact, they will be placed in a position where an explanation of the Christian underpin and faith basis of our work and policies is asked for or required. We expect the holder of this post to have a current personal experience of the work of Christ in their life, to enable them to explain the work of DCM and discharge their work duties.

There is a therefore requirement for the holder of this post to be a practising Christian. This is an Occupational Requirement in accordance with the Equality Act 2010.

**DERBY CITY MISSION (DCM)  
PERSON SPECIFICATION**

<b>Job Title:</b>	County Winter Provision Support Worker
-------------------	--

<b>TECHNICAL REQUIREMENTS (includes experience and qualifications)</b>	<b>Essential/ Desirable</b>
Please note this post has a genuine operational requirement for the applicant to be a committed Christian	E
You will have a robust prayer life and be a part of a local Church	E
Passionate and empathetic to supporting our guests who face complex and difficult situations	E
Commitment to providing an excellent service and to interact with guests in a positive and respectful manner	E
Experience of working with homeless people or other vulnerable adults	E
Excellent people management skills	E
Ability to work as part of a team	E
Confidence to deal with challenging behaviour	E
Excellent written and verbal communications skills	E
Be able to work on own initiative and be self-motivated, managing own time accordingly	E
Ability to adhere to and implement Health & Safety, personnel and operational policies	E
Understanding of and commitment to Equal Opportunities	E
Relevant experience of work in the field of support work or advocacy work	E
Experience of partnership working and multi-agency liaison	E
Experience of achieving agreed objectives, targets and deadlines	E
Proficient in the use of Microsoft Outlook and Microsoft Word and familiar with relevant database management systems	E
Willingness to work flexible hours, including evenings on a rota basis and weekends and bank holidays	E
No criminal record that prevents work with our client group or which would harm our reputation	E
Driving licence and use of a vehicle	E
Understanding of issues facing homeless people	D
Experience of working in a voluntary organisation	D
Relevant training certificates (1 <sup>st</sup> Aid, Health & Safety, Fire Safety)	D