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**Helping End Homelessness Partnership – Rural Isle of Anglesey**

**Overview of the project**

Digartref Cyf is the lead organisation of a partnership project that has received a 5-year funding grant from the National Lottery Community Fund. The Helping End Homelessness grant programme was developed in response to the challenge rural homelessness presents across Wales.

The Isle of Anglesey Partnership project will deliver services that will aim to balance preventative and responsive approaches within a trauma-informed environment, provide tenant related support (particularly within the private rented sector), and address the stigma and prejudice faced by homeless people.

The partnership includes the following organisations:

* Digartref Cyf
* Bwyd da Mon
* CAB
* iCan
* Isle of Anglesey County Council
* Mind
* Mon C F
* The National Probation Service
* Wild Elements

Those who will benefit from the project are those experiencing homelessness or identified as being at risk of homelessness regardless of any other factor. The project will target those in rural areas of Anglesey, where there is likely to be hidden homelessness and people experiencing housing difficulties with little support and are at risk of losing their home for various reasons. One of the main aims of the partnership project will be to deliver services that aim to prevent homelessness from occurring in the first place. By targeting rural areas of Anglesey, where related provision and services are poor, the aim will be to bring additionality to what is currently available.

**What will be delivered by Digartref Cyf as a partner in this project.**

Overall, there will be 3 main areas of service delivery that will be provided by this project, with each partner organisation bringing its own specialty and expertise, ensuring person centred, holistic provision for those the needing related services and support.

**1. Multi-agency drop-ins/surgeries and 1to1 support.**

Digartref Cyf will work with project partners in providing multi-agency drop-ins/surgeries across Anglesey, with the aim of preventing homelessness, targeting rural towns and villages utilising village halls and community centres. In addition, offering 1to1 sessions and home visits, providing specialist advice and related information, sign posting and onward referral, always ensuring a person-centred approach.

**2. Prisoner release service**

Digartref Cyf will deliver an intensive support service to those released from prison and identified as being “revolving door” cases, with a history of repeat homelessness and being required to return to prison and often presenting with complex and challenging needs. This service will work closely with the Probation & Prison Service and the Local Authority to identify those beneficiaries requiring a very high level of support up on release form prison. Two dedicated support workers will deliver a high intensity support and housing management service.

**3. Addressing the stigma and prejudice faced by homeless people.**

Digartref Cyf with the support of the other partners will undertake activities and organise events that aim to reduce discrimination and prejudice directed at those who are homeless, targeting schools, colleges, public bodies, 3rd sector organisations, the wider community, community projects and services, the NHS etc.

This project will set about achieving this by:

* Widely publicising and reporting the true causes of homelessness.
* Produce and publicise anonymous case studies, providing real life examples of an individual’s situation, highlighting how/why they became homeless and how they were supported out of this situation. What worked.
* All partners will provide a strong voice informing of the true causes of homelessness, increasing understanding, and building a call for how this situation can be ended, providing evidential information for a range of people, organisations, policy makers etc. avoiding reinforcing negative stereotypes about people experiencing homelessness.
* Produce and publicise periodic reports and an end of project evaluation information, highlighting what works as well as what doesn’t.
* Influencing positive media coverage of homelessness, that homelessness can often result from policies rather than life choices.

**4. Beneficiary consultation and service satisfaction**

The partnership will ensure to undertake regular beneficiary consultation and service user satisfaction surveys throughout the lifetime of this project and will involve users of the services the partnership provides in evaluating the project, helping gain their feedback on the services the project is providing, to co-create a service which is led by beneficiary input as well as ensuring delivery remains focused on Person-Centred Support and provides holistic support services that meet the needs of the individual. Various means will be adopted to ensure beneficiary engagement and inclusion.

**Digartref Cyf**

Digartref Cyf is a registered charity, formed in 1998 to alleviate homelessness and the related effects on individuals, families, and our communities.

**Recruitment**

The charity is looking to recruit 1 x fulltime Partnership Project Co-ordinator. Please see Job Description and Person Spec below.

If you are interested in applying for this post, please send an up-to-date C.V along with a Cover letter, to Katy Taylor by email or post [Katy@digartref.co.uk](mailto:Katy@digartref.co.uk) no later than 5pm on Monday 12th June 2023. Please note in your email and related correspondence the post you are applying for. If you would like to have an informal chat with a manager regarding the post prior to applying, please telephone Katy who will arrange this for you.

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**Job Title:** **Partnership Project Coordinator**

**Responsible To: Homeless Prevention Project Manager**

**Location: Holyhead, Anglesey**

**Salary: Point 26 - 27 (£26,246.30 - £27,117.36) plus on call**

**Hours of work: 37 hours per week – plus on call for which an additional payment is made.**

**Purpose of your job**

There will be five main areas of purpose:

1. To be responsible for taking the lead in co-ordinating a range issues in relation to the Rural Homelessness Isle of Anglesey multi-agency partnership project:

* arranging partnership meetings,
* requesting and collating all partners data, information, P.I’s and reports for a range of purposes including for submission and reporting purposes to the funder, Digartref’s board of trustees, senior management, stakeholders etc. and to enable evaluation of the project over its life time
* requesting quarterly payment invoices from partners, reconciling against budgeted costs etc.

2. To provide day to day staff management, support, and supervision to the Prisoner Resettlement Workers, supporting them across all aspects of their work, being responsible for inducting new staff into their roles, ensuring they are familiar with and work within the company’s policies and procedures as well as the overall aims of the project.

3. To attend with partners of the project, regular surgeries/drops ins at various rural locations across the county, providing information, advice guidance, support, and onward referral to those experiencing or at risk of homelessness.

4. Arrange and undertake events and deliver workshops and presentations that aim to reduce discrimination and prejudice directed at homeless people, encouraging empathy, and understanding, targeting public & 3rd sector bodies, wider community groups and individuals through the delivery of coordinated activities & events. Seeking always to positively impact on the wider community’s and individuals’ perceptions of homelessness.

5. To take a lead in beneficiary consultation, coordinating with partner organisations as well as other Digartref Cyf staff in bringing together those affected by homelessness to ensure they have input and a voice about the services delivered by this project as well as others, that they are given the opportunity to shape services and related policy and at an organisational, local, regional and national level, promoting co-production and supporting beneficiary involvement.

**Main Duties & Responsibilities**

**1. Relationship Management & Working with Others**

1.1 To develop and maintain professional, effective working partnerships with a range of organisations including the project multi-agency partners, funders, criminal justice bodies, various local authority depts., schools, colleges, a range of public and 3rd sector organisation as well as the wider community and smaller groups that operate within it.

1.2 To promote the service to the wider community to include networking and liaising with a wide range of agencies both statutory and third sector, building effective working partnerships, increasing networks, with the overall aim of providing the best service possible for the beneficiaries and the success of the project.

1.3 To work closely with the external evaluation team, seeking at all times to provide them with the information they will need and to facilitate any related meetings with the other partner organisations.

1.4 To attend external and internal meetings as agreed or requested by the line manager.

1.5 To foster and maintain professional, positive working relationships with other Digartref Cyf staff members, working closely to optimise the benefits and opportunities for service users and create and maintain a supportive work environment for all staff across the company.

1.6 To adopt a flexible approach to working within the team. Where necessary and required, to cover for other Digartref staff/co-workers, ensuring the needs of those accessing the services are met.

**2. Coordination of Multi Agency Partnership Project**

2.1 You will work closely with all partners of this multi-agency project and take the lead in coordinating the following:

* The regular collation and submission of data, reports & P.I’s from all partners of the project in a way that meets the reporting requirements of the funder and to inform evaluation of the project as well as for any other purpose.
* Arranging periodic multi agency partnership project meetings including project management meetings and steering committee meetings. Ensuring there is an agenda and that minutes are taken and available to attendees.
* The collation and submission of quarterly payment invoices form the funders for all partners of the project, reconciling against budgeted costs.

**3. Working with Beneficiaries/Service Users**

3.1 To attend with partners of the project, regular surgeries/drops ins at various rural locations across the county, that aim to prevent homelessness, through the provision of information, advice, guidance in relation to a range of issues including, welfare benefits, substance misuse, mental health, debt and money management, rent and mortgage arrears, occupation contract issues, being supportive and helpful and where necessary making onward referral to specialist services.

3.2 To undertake beneficiary/service user consultation, leading on and coordinating the brining together of those affected by homelessness with 3rd and public sector organisations, housing and service providers including the private rented sector, to afford opportunities for beneficiaries/service users to co-design projects, redesign services, promoting co-production and beneficiary/service user involvement, and to support, enable and motivate beneficiaries/service users to take up these opportunities.

3.3 To actively promote and encourage service user involvement in the delivery and further development of this services, including facilitating:

* Holding regular beneficiary/service user meetings, taking minutes and following up on actions.
* Ensuing service user satisfaction questionnaires are made available and feedback collated including for evaluation purposes.
* Adhering to the organisations Service User Involvement, Complaints and Compliments and Equal Opportunities policies and procedures.

**4. Staff Management**

4.1 To support the Homeless Prevention Projects Manager in the recruitment and selection of staff in line with the company’s recruitment policies and procedures.

4.2 To provide day to day support and supervision to the Prisoner Resettlement Workers, supporting them across all aspects of their work, being responsible for ensuring they are familiar with the aims of the project. This will include the facilitation of regular recorded staff meetings, individual 1to1 management support meetings, probationary period reviews and sign off or extensions, capability and sickness absence and annual appraisal and reviews.

4.3 To be responsible for the comprehensive induction of new staff, drawing up an induction programme, facilitating related activities and tasks and monitoring progression.

4.4 To be responsible for monitoring staff performance ensuring a professional attitude to work and compliance and adherence to the Staff Code of Conduct all times.

4.5 To assist in the investigation of complaints about staff including Grievance and Disciplinary cases in line with the company’s related policies and procedures.

4.6 To record, collate and authorise staff travel and submit salary information to the Homeless Prevention Manager for sign off within the required time scale.

4.7 To operate within legal and practice framework with regard to employment legislation and the company’s related policies and procedures.

4.8 To assist in identifying the training needs of the staff team, working to the related budget to source training required in line with the company’s related policies and procedures.

**5. Events, Workshops and Presentations**

5.1 Coordinate, arrange and undertake regular events and deliver workshops and presentations that aim to reduce discrimination and prejudice directed at homeless people.

5.2 To encouraging empathy and understanding of homelessness amongst public and 3rd sector organisations as well as the wider community and individuals.

5.3 To seek at all times to positively impact on perceptions of homelessness, decreasing discrimination and negative attitudes and views.

**6. Administration, Monitoring & Evaluation**

6.1 To undertake all related and necessary paperwork and electronic administrative duties including: inputting information on to I.T based CMS programmes Lamplight and Genesis. Regularly inputting data and P.I related information for monitoring and evaluation purposes.

6.2 To undertake the production of various reports, for a range of purposes and audiences e.g. the funder, management and steering committees, Digartref Cyf’s board of trustees, senior management as well as the project evaluation team. Also collating information from partners to inform the content where necessary, and provide the information required. Will be required to be completed to a high standard.

6.3 To always maintain accurate up to date records and complete all paperwork in a timely manner ensuring compliance with the projects requirements and company policies and procedures.

6.4 To ensure all other administrative tasks are carried out by yourself and your team, including the requirement for support staff to carry out risk & needs assessments on each individual beneficiary/service user, and that each has an individual support plan in place, that these are regularly updated and reviewed by support staff. Ensure all are completed in a timely manner, meeting all related deadlines.

**7. Finance and the Use of I.T**

7.1 To have an excellent understanding, working knowledge, and practical experience of I.T packages i.e. Microsoft Office, e-mail, Outlook, and the ability to use CMS programmes.

7.2 Working closely with the Finance Officer, coordinate, and request payment invoices from each partner of the project along with other data and reports required to enable grant payment from the funder, having an overview of and monitoring the related spend and budgets.

7.3 To record, collate and sign off salary and staff travel claims information and submit to Admin and Finance Dept. within the required time scale.

7.4 To administer and maintain accurately the projects petty cash, ensuring all cash is safely stored, requesting payment for various items, utilising the company’s purchasing/ invoicing procedures in line with related company financial procedures.

7.5 To ensure the company’s Financial Policies and Procedures are always adhered to.

7.6 To always ensure compliance with the company’s GDPR and data protection policies and procedures.

**8. Safeguarding**

8.1Tohave a shared responsibility for the coordination and reporting of Safeguarding issues within the organisation, supporting your team and others across the organisation to adhere to the Company’s; Safeguarding Policy & Procedure as it relates to Child Protection, POVA and Domestic Abuse.

**9. Health and Safety**

9.1 To ensure at all times, the health and safety of oneself, the team you directly line manger as well as service users, volunteers, other work colleagues and the wider community.

9.2 To comply with Health and Safety requirements and related policies and procedures at all times e.g. risk assessments, reporting procedures, lone working, on-call.

9.3 To carry out regular health and safety checks in relation to the working practices of your team, and in particular, lone working practices and beneficiary/service user risks, ensuring compliance in relation to the Lone working Policy & Procedure and Risk Assessments.

9.4 To have a flexible approach to working hours in order to respond to emergency situations in accordance with Digartref’s policies and procedures.

**10. General**

10.1 To adhere to the organisations Staff Code of Conduct at all times.

10.2 To participate fully in the organisations supervision/management support and appraisal process.

10.3 To attend/take part in training and development opportunities as requested/identified by the line manager or other senior manager within the organisation.

10.4 To work independently and as part of a team and liaise effectively with other projects and staff.

10.5 To always adhere to **all** Digartref Policies and Procedures.

10.6 To perform any other reasonable task as determined by the Line Manager, other Senior Managers, or Board of Trustees.

10.7 The ability to communicate effectively through the medium of Welsh and English or a willingness to learn.

10.8 The ability to drive and have access to a car is essential for this post.

10.9 To be available on a rota basis (average every 4 to 5 weeks) to undertake out of hours on call duties for which an additional payment is made.

***This job description covers the current range of duties and will be reviewed from time to time. It is Digartref’s aim to reach agreement on changes, but if agreement is not possible, Digartref Cyf reserves the right to change this job description with appropriate notice.***

**Partnership Project Coordinator**

**Person Specification**

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| --- | --- | --- |
|  | **ESSENTIAL** | **DESIRABLE** |
| **EXPERIENCE**  **&**  **QUALIFICATIONS** | * Management/Leadership qualification/accreditation e.g., ILM level 3 or above or similar qualification   **or**   * Work related experience in a similar role. * Experience of coordinating a range of services * Experience of staff management | * Experience of co-ordinating multi agency projects |
| **SKILLS**  **&**  **KNOWLEDGE** | * + Excellent verbal, written, presentation & communication skills including report writing and compilation, being able to undertake presentations, present statistical data. * Excellent leadership & coordination skills. * Excellent networking and interagency partnership skills, building and maintaining working relationships internally and externally. * Excellent I.T skills and knowledge of Microsoft Office including Word, Excel, PowerPoint, Outlook, and CMS programmes etc. * Excellent time management skills, meeting deadlines and managing various competing demands as well as organising the workload of others in your team. | * Working knowledge of local organisations providing specialist services and support for beneficiaries/service users * Working knowledge of homelessness legislation   + Knowledge and understanding of relevant health and safety issues including risk assessments. Lone working. |
| **ABILITIES** | * + Ability to coordinate a multi-agency project, by gathering information from a range of partner organisations e.g., data, P.I’s, financial information etc in a timely manner.   + Deal with sensitive information and problems in a professional and sympathetic manner, maintaining confidentiality.   + Ability to work to and meet deadlines, to prioritise and, organise your own workload as well as that of others. * The ability to communicate effectively through the medium of Welsh and English, or the willingness and commitment to learn. |  |
| **ATTITUDE & PERSONAL QUALITIES** | * An understanding of the causes of homelessness and empathy of those affected by and experiencing this situation. * Enthusiastic, driven, effective and proficient. * Resilient with the ability to cope under pressure, being able to make clear and decisive decisions while dealing with difficult and challenging situations. * Enthusiastic in wanting to provide a quality service. * A flexible approach to working hours where required, including weekends, bank holidays and responding to emergencies, participation in an out of hours on-call rota. * A promoter of equality, diversity, and inclusion. * A commitment to your own personal development as well as that of your team, the willingness to attend training and gain any necessary qualifications. |  |
| **OTHER** | * A full driving licence, access to your own car with business use insurance cover. |  |