



## Resident Support Trainer (part-time)

An exciting opportunity has arisen for an experienced individual to join our teams that provide supported accommodation to asylum seekers with no recourse to public funds and refugees. This role also involves working with Open Door North East (based in Middlesbrough) who provide a similar service.

The successful candidate will work with staff teams at Action Foundation and Open Door North East to develop and implement a range of training programmes supporting clients to overcome practical, cultural and other barriers enabling them to successfully manage their tenancy, increase their independence and move-on from our service to longer-term accommodation.

The role includes developing, delivering and managing a training programme to meet the needs of the clients; recruiting volunteers and other professionals to support with training delivery; liaising with Support Workers to best understand the barriers our clients face as well as working with senior colleagues to develop, monitor and evaluate the project.

You will be an excellent team player, equally able to work alone, with experience of providing support to vulnerable people and have an appetite for making a big difference to the lives of our clients. You will have excellent organisational and communication skills and experience also of working with a wide variety of stakeholders.

A full Job Description can be found below.

For further information both charities go to [www.actionfoundation.org.uk](http://www.actionfoundation.org.uk) & [www.opendoornortheast.com](http://www.opendoornortheast.com)

**Application deadline: Monday 26<sup>th</sup> March, 9:00am**

Completed applications to be sent to: [recruitment@actionfoundation.org.uk](mailto:recruitment@actionfoundation.org.uk)

or posted to; Resident Support Trainer Vacancy

Action Foundation  
The CastleGate  
Melbourne Street  
Newcastle upon Tyne  
NE1 2JQ

# Job Description – Resident Support Trainer

**NB this role will involve working across Tyneside and Teesside**

Responsible to Project Manager (Action Foundation - Newcastle)  
(CEO Open Door North East - Middlesbrough)

Responsible for Volunteers and training providers

## Organisation contexts

Action Foundation is a charity that provides opportunities for marginalised people to overcome their exclusion. This is expressed by providing free accommodation for refused asylum seekers (Action Housing), supported accommodation for those with refugee status (Action Letting) and ESOL classes (Action Language).

Open Door North East is a charity based in Teesside providing services to refugees and asylum seekers including housing, refugee move on and a refugee work club to provide clients the best possible start of living independently in the UK.

Job Purpose To assist the staff teams of Action Foundation and Open Door(NE) to develop and implement a range of training programmes to enable clients to overcome practical, cultural and other barriers in understanding how to successfully manage their occupancy in their own right and to assist clients in becoming more independent as they move to settled accommodation.

Salary £14276 pa (FTE £23794)

Hours 21 Hours to be worked flexibly by agreement between Action Foundation (across Newcastle, Gateshead and Sunderland) and Open Door North East (across Teesside)

Contract length Two years initially and subject to a 6 months probationary period

## **Duties and responsibilities**

### Liaison with Clients and Staff

- Liaise with individual clients to understand their needs and levels of competence in managing themselves and a tenancy/property
- Work closely with support workers and other staff to understand the nature of the work required with all clients

### Establish a framework for training provision

- Set up and manage a system of training provision either using internal resources or through external providers
- Set up and work with volunteers and other professionals who can assist in the development and delivery of the scheme

### Resident Support delivery

- Develop and provide training programmes which will be specific to their location and understanding of clients' needs, will increase confidence and help avoid social isolation and boost general wellbeing.
- Ensure a consistent approach to service provision specifically around managing money, managing bills, health and safety in the home, security, shopping and cooking, and cleaning as well as external factors that better help the individual navigate and integrate into life in the UK (This might include subjects like employment, transport, recycling and its value, gardening, personal hygiene, social norms etc. This list is not exhaustive)

- Liaise with support worker staff to ensure the development of appropriate support which helps each client move towards more independent living and maintain a successful tenancy.
- Liaise with support workers to understand the skills level and education level of all residents to understand how to develop schemes for clients benefit.
- Working with the support workers, deliver training that outlines to clients their obligations under tenancy / occupancy agreements and helps them prepare for taking on the responsibility of a new tenancy either individually or with partner/friends. This will include deposits, rent payments, changes in circumstances through work and impact of Universal Credit etc.
- Ensure all schemes and client groups identified are provided with a service particular to their needs.
- Learn from and utilise best practice gleaned from across the region and across the NACCOM network

### Monitoring and Evaluation

- Working with the respective supervisor, to ensure that all monitoring and evaluation tools required for the role are produced to allow feedback on outcomes/outputs to both organisations and funders.
- Reviewing all processes to ensure the project develops in according with good practice.

### **Person Specification/Key Competencies**

#### Knowledge and experience

To be able to demonstrate evidence of:

- Providing support to vulnerable adults (incl with Mental health or other issues) (E)
- Project management skills (E)
- Setting up and running admin systems and practices (E)
- Maintaining safe working boundaries (E)
- Creating and delivering training in a variety of contexts (E)
- Managing and developing volunteers (E)

- Monitoring and evaluation (D)
- Working through Interpreters (D)
- Knowledge of health and safety practices (D)

### **Skills and Abilities**

To be able to show:

- Ability to lead and motivate others (E)
- Excellent interpersonal, teamwork and negotiation skills (E)
- Excellent organisational skills (E)
- Innovative and creative approach to problem solving (E)
- Excellent written and verbal communication skills (E)
- Excellent IT and numeracy skills including compilation of output reports (E)
- Delivery against targets (E)
- Ability to work well under pressure and to multi task (E)
- To show you are a good self starter and able to work without supervision where appropriate (E)

### **Other**

To be able to show:

- In possession of UK driving licence and use of own car (E)
- Supportive of Christian ethos of both organisations (E)