

27 July 2010

Dear Applicant

**Re: Post of Part Time Senior Foyer Co-ordinator
Eden Rural Foyer, Penrith.**

Thank you for your interest in the above post, I enclose the following:

- | | |
|-----------------------------------|-------------------------------------|
| - application form | - diversity policy |
| - diversity monitoring form | - guidance notes |
| - job description | - information about the Foyer |
| - person specification | - copy of the advertisement |
| - terms and conditions of service | - information about the Association |

The closing date for applications is **Wednesday 18th August 2010 at 4.30 pm** and interviews will be held late afternoon/early evening on **Tuesday 7th September and all day on Wednesday 8th September 2010**. In line with Postal charges which now apply to the size and weight of letters e.g. large letters (A4), please ensure that you have the correct postage paid, failure to do this may result in us receiving your application late, as the post office will not deliver until we have paid the under paid postage and a surcharge of £1.30. If your application is received late then we will not be able to consider it.

Please note that all applicants invited for interview will be notified by Wednesday 1st September 2010. To keep costs down, we are unable to respond to those applicants who are not selected for interview, therefore, if you have not heard from us by this date, then, unfortunately, your application has been unsuccessful.

Impact aims to promote equality of opportunity for all with the right mix of talent, skills and potential. We welcome applications from diverse candidates. Criminal records will only be taken into account for recruitment purposes only when the conviction is relevant, which will normally be with regard to the protection of children and vulnerable adults. Unless the nature of the work demands it, you will not be asked to disclose convictions which are "spent" under the Rehabilitation of Offenders Act 1974. Having an "unspent" conviction will not necessarily bar you from employment. This will depend on the circumstances and background to your offence(s).

Please note that the successful candidate will not be able to take up the position until we have received an enhanced CRB disclosure from the Criminal Records Bureau.

We wish to point out that the application form will be assessed during the shortlisting stage as to how far it meets the items outlined in the person specification. We have included a code on the person specification to indicate how we will be assessing each of the attributes required. Please bear this in mind when completing your application form to highlight how your experience/knowledge/skills meets the requirements outlined.

We would be grateful if you would complete and return the diversity monitoring form with your application form.

Yours sincerely

Julie Canfield/Catherine Oliver
ADMIN ASSISTANT (HUMAN RESOURCES)
Encs.



More than just a Landlord

'All young people deserve a chance to realise their full potential. Some young people don't get the support they need. That is why foyers exist.'

**PART-TIME SENIOR FOYER CO-ORDINATOR
EDEN RURAL FOYER, PENRITH
15 HOURS PER WEEK (MONDAYS AND TUESDAYS)
SALARY: £9,440 P.A. - £10,082 P.A. (15 HOURS PER WEEK)**

Eden Rural Foyer was the first foyer in Cumbria. We provide housing, support and training to young people and a range of services to the wider community.

The post of Part Time Senior Foyer Co-ordinator is a real opportunity for someone with proven success delivering positive outcomes to develop their skills in an always changing but rewarding environment.

You will be part of a friendly, energetic and dedicated team and will assist the Eden Foyer Manager to ensure cohesive, effective delivery of housing management and support services.

Applicants should have experience of working with social exclusion and possess a knowledge and understanding of the issues. They will also have an understanding and commitment to the Foyer concept.

It is essential that you have knowledge and experience of housing management or supported housing, together with the ability to plan, organise and motivate. You must possess good communication skills both written and verbal and have the ability to work on your own initiative and contribute as a member of a team.

In return we offer 8 weeks annual leave (including Bank Holidays), a generous final salary pension scheme, childcare vouchers, Cycle to Work and healthcare schemes.

If this role sounds interesting and you are motivated and enthusiastic, then we would like to hear from you. To find out more about this position and Impact Housing Association please download an application pack online at www.impacthousing.org.uk Alternatively contact Julie Canfield/Catherine Oliver, telephone 01900 842145 (24 hour answer machine) or E-mail: vacancies@impacthousing.org.uk

Closing Date : **Wednesday 18th August 2010 at 4.30 p.m.**
Interviews : **Late afternoon/early evening on Tuesday 7th September**
AND Wednesday 8th September 2010

Please note CVs alone will not be considered.
Impact operates as a charity



We particularly welcome applications from ethnic minority groups and people with disabilities as they are currently under-represented within the organisation.

Type Talk is available on 18001 – 01900 842100. We can provide information in other formats. Please – just ask.



JOB DESCRIPTION

<u>Job Title:</u>	PART-TIME SENIOR FOYER CO-ORDINATOR
<u>Scale:</u>	scp. 26-32*
<u>Responsible To:</u>	Eden Foyer Development Manager
<u>Responsible For</u>	Support Worker and Part Time Young Person's Night Support Worker
<u>Based At:</u>	The Eden Rural Foyer, Penrith

(*The Senior Foyer Co-ordinator Grade contains the points set out above, but is subject to a salary bar at scp. 28. Progression beyond the bar will depend on the level of duties and responsibilities being undertaken).

Overall Aim of the Post:

- To assist the Eden Foyer Development Manager by co-ordinating the efficient running of the Housing Management systems at The Eden Rural Foyer.
- To co-ordinate resident support including personal support plans, providing flexible support and offering advice and guidance.
- To assist the Eden Foyer Development Manager deliver, monitor and review service quality and policy.
- To deputise for the Eden Foyer Development Manager and assist with the provision of emergency out of hours cover, i.e. as part of a rota, to be available to take out of hours emergency calls from on site security staff and attend if necessary.

Principal Duties and responsibilities:

Housing Management and Support

1. To take responsibility for the day-to-day management of 15 flats, ensuring that services are delivered as agreed and that appropriate staff are available and aware of their responsibilities to deliver those services.

2. Co-ordinate the allocation of referrals and liaising with other staff to advise and interview prospective new residents, ensuring that potential residents are aware of the concept and ethos of the foyer.
3. Co-ordinate the induction of new residents.
4. To implement the landlord and support functions within the project in accordance with policy and procedure. For example rent collection, chasing arrears, allocation and termination of tenancies, enforcement of licence/tenancy conditions, signposting to other agencies, promoting independent living and health and safety.
5. Co-ordinate the allocation of support working and support planning for the Foyer Support Worker and undertaking key working sessions.
6. To be aware of legislation, policy and benefits affecting young people who are unemployed, in training/further education on a low income or homeless.
7. To liaise with external agencies eg housing benefits, health and education as necessary to offer a holistic service to residents.
8. To deal with any instances of anti-social behaviour efficiently and effectively and take steps to combat and prevent anti-social behaviour within the close community.
9. To set up and maintain resident files and ensure that all record keeping is up to date and in line with Supporting People outcomes and Foyer Federation accreditation requirements.
10. To promote to residents an understanding of their financial responsibility, in particular the payment of rent, service charges and utility bills.
11. Co-ordinate shift cover (9.00 am – 5.00 pm or 2.00 pm – 10.00 pm), work shifts as necessary and oversee relief staff cover arrangements ensuring that there is sufficient cover to provide a consistent service delivery.
12. Co-ordinate health and safety inspections of the Foyer accommodation and ensure a clean and safe environment is provided and maintained.
13. Ensure that policy and procedures are fully understood and implemented.

Young People Participation and Training

14. Working with the staff team to ensure residents gain maximum benefits from the range of training provision at the Foyer.

15. Co-ordinating house meetings and resident involvement opportunities for residents.
16. Develop service user involvement and ensure that service users are fully consulted.
17. Facilitate life skills, social and leisure programmes within the Foyer in order to enhance the social integration and inclusion aspects for the Foyer's residents.
18. To be aware of external funding sources and where necessary make applications for funding to enhance services to residents.
19. Supporting resident, volunteers, students or young people involved in work experience training.

Line Management

Line manage the Support Worker and Night Support Worker at Eden Rural Foyer. Hold regular 1-1 line management meetings, and produce notes of the meetings, carry out annual appraisal, and support the Support Worker and Night Support Worker to carry out their role effectively in the Team.

Monitoring

20. To assist in the collection of data to monitor the performance of the Foyer in conjunction with the Foyer Development Manager.
21. Co-ordinate the recording and monitoring for Supporting People and CORE returns and other statistical returns and reports from the project as and when required.
22. Manage and monitor arrears performance including Former Tenant Arrears. Prepare reports for the Foyer Development Manager when necessary.
23. Ensure that all relevant funding criteria/performance standards and targets are met.

General

24. Attend meetings as required (The Eden Foyer is for the whole of district and attendance at meetings or events throughout the Eden district may be expected).
25. Make an active contribution to the overall development of services and activities delivered from The Eden Rural Foyer.
26. Take part in supervision and training as agreed.

27. Be familiar with all relevant health and safety requirements set out in Impact's Health and Safety Policies and arrangements, in particular to co-operate with your manager in the risk assessment process and the implementation of relevant control measures.
28. Undertake all duties in a manner that takes care of your own health and safety and that of others who may be affected.
29. Co-operate with Impact so that Impact can fulfil its duties under Health and Safety legislation.
30. Undertake all duties in accordance with Impact's Diversity Policy, and other relevant policies and procedures.
31. Carry out any other duties as can be reasonably be expected and as agreed with your Line Manager.

This is a developing post in the organisation and will require a high degree of flexibility to respond to the progressive and dynamic nature of the project.

July 2010



Part-Time Senior Foyer Co-ordinator
Eden Rural Foyer Penrith
Person Specification

Attributes	Essential		Desirable	
Experience	1. Housing management or supported housing experience.	A, I	1. Understanding and commitment to the Foyer concept.	A, I
	2. Experience of Resident Involvement.	A,IE	2. Understanding/ experience of support working and support planning.	A, I
	3. Experience and knowledge of welfare benefits.	A	3. Experience of co-ordinating application/referral procedures.	A,I
	4. Experience of monitoring service quality.	A,I	4. Understanding of induction processes.	A
			5. Experience of managing staff.	A, I
Qualifications	5. Competent level of literacy and numeracy.	A	6. Housing related qualification.	A
			7. Current driving licence.	A
Knowledge	6. Working knowledge of a housing management system.	A, I	8. Knowledge of budget systems.	A
	7. Knowledge of landlord/tenant law.	A/I		
	8. Understanding of Supporting People and CORE recording systems.	A,I		
	9. Knowledge of issues facing young people and other socially excluded/disadvantaged groups.	A,I		
	10. Knowledge of health & safety issues.	A/I		

	11. Computer literate with an awareness of Excel & Microsoft.	A		
Practical and Intellectual Skills	12. Good at organising own workload, setting priorities, meeting deadlines and achieving goals. 13. Good communication skills. 14. Able to work holistically with colleagues within the Foyer team. 15. Ability to co-ordinate administrative systems including rent collection and repairs.	I I I A, I	9. Able to present information to others. 10. Understanding of the financial responsibilities facing young people learning to live independently.	I A, I
Diversity	16. Have an understanding of Diversity and Equal Opportunity issues and measures for tackling them.	I		
Other	17. Willingness to adopt a flexible approach to working hours to meet the needs of the service and support the manager with emergency telephone call out. 18. Willingness to deputise for Eden Rural Foyer Manager for absences such as holidays, sickness, training etc.	A, I A, I		

Key: A – Assessed from the Application Form
I – Assessed during the Interview
IE - Interview Enhancement

July 2010

Working in the Community

Eden Rural Foyer works hard to promote the scheme in the Community. This is achieved by:-

- Offering Meeting Room Hire and conference facilities
- Office space rental for local community groups
- Working in partnership with groups who require space for training and IT support
- Regular communication with all partners and stakeholders to ask their views about the services we offer
- Working in collaboration with other training providers to ensure the individual receives the best possible course

Funding

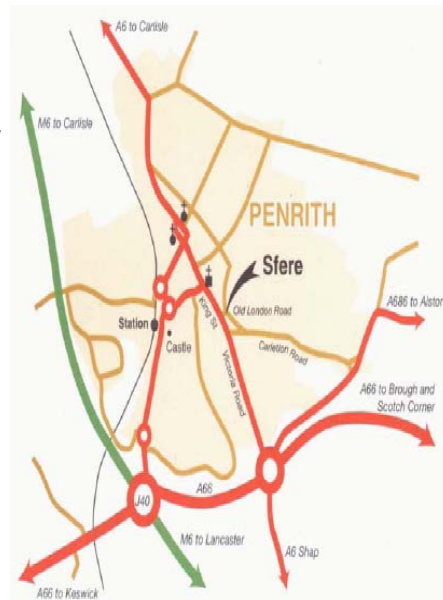
Funding has been obtained from a variety of sources to enable Eden Rural Foyer to exist. Increasingly we are delivering public sector contracts and working in partnership to ensure long term sustainability.

Contacting us

You can contact us on:

Tel: 01768 861650
Fax: 01768 861651
or email:
erf@impacthousing.org.uk

Eden Rural Foyer, Old London Road, Penrith, Cumbria CA11 8ET



Our Head Office is: Nook Street, Workington, Cumbria CA14 4EH.
Tel: 01900 842100 Fax: 01900 842101.
Email: enquiry@impacthousing.org.uk. Website: www.impacthousing.org.uk

For Type talk users please prefix 18001 in front of the number you are calling

Impact Operates as a Charity

This leaflet was updated on 02/09/09

Eden Rural Foyer



We can provide information in Large Print,
Braille, other Languages or audio.
Please—Just Ask

Eden Rural Foyer was the first Foyer to open in Cumbria, and offers an innovative and holistic service aimed to provide services to people throughout the Eden Valley. Phase I initially opened in 2003, and Phase II has expanded the provision which includes:-

- Young persons accommodation
- Training and education
- Cyber Café
- Conference and meeting room space
- Office space for hire

What do we offer?

Housing and Support

The Foyer has fifteen safe, comfortable and secure self-contained flats for single, young people. In addition to having a need for housing, young people who live at the Foyer must also be willing to engage in training, education or employment.

We have a team of dedicated, experienced support workers on site who assist the residents to maintain their tenancies, and deal with any other issues they are facing.



Cyber Café

The Cyber Café has 9 state of the art broadband computers where you can surf the net whilst enjoying a speciality coffee and a home-made cake. There is also WiFi available for your own laptop.

The café has been designed with our residents and the local community in mind, and the aims include:-

- Affordable food
- Healthy eating
- Use of local suppliers

Training

We offer specialist tutored sessions for people to gain knowledge and understanding of what they would like to learn to do on a computer.

This course is free of charge, and will teach you how to:

Set up and use an e-mail address

- How to browse the internet
- How to use the internet safely
- Learn more about internet banking, downloading music, buying and selling from auction sites, how to research family history and much more....

Once you are confident with using the above, we can offer progression routes such as using Microsoft packages like Word, Excel and Access.

We also offer Level 2 Food Safety in Catering Course (this replaces the Foundation Food Hygiene course). This is a nationally recognised qualification and is recommended for all food handlers.

Health

The Foyer is a C-Card distribution centre and we can provide support, information and advice in a confidential manner.



Youth Group

We also run a Youth Group on a Wednesday evening from 5pm. This is for ages 12—19.

Intergenerational Programme

We run a series of Intergenerational activities at the Foyer. These are open to everyone and free to join and operate on a rolling programme.