

JOB DESCRIPTION

Job Title:	Activities Coordinator
Service / Department:	West Farm, Dorset
Reports To:	Service Manager
Responsible For:	N/A
DBS Check:	Enhanced with Adult Baring List check

Job Purpose:

At Salvation Army Homes, we are dedicated to providing comprehensive, good quality housing services, support and resettlement

The Resident Engagement Support Worker will work closely with the team and residents to develop and co-ordinate a programme of in-house activities group or one to one activities based on resident need and aspirations.

They will also engage creatively with partner organisations who provide meaningful activities, education, training and employment opportunities and signpost residents accordingly. Building the strengths and talents of residents to help develop the skills and resources needed to transform their lives and enable independent living.

Main Duties and Responsibilities:

- Use imagination, innovation and flair to arrange a wide range of meaningful and stimulating one to one/group activities based on resident need and aspirations across the services.
- To ensure information is readily available on a daily basis for all current and new residents to be kept abreast of activities available both in-house and within the community
- To regularly review the programme of in-house activities to ensure it continues to meet resident need and aspirations and is adequately resourced
- To assist the staff teams and volunteers with the facilitation of 1:1 and group meaningful activities.
- To identify partner agencies and organisations who provide meaningful activities, education, training and employment opportunities, relevant to individual residents need and interest
 - To work in partnership with the Project and Support Workers
 - ensuring a holistic support package is provided to residents
 - encouraging resident involvement in the community
 - supporting delivery of Passport to Independence and AQA Modules
- To assist with fundraising and budgeting for entertainment, materials and outings for residents

- To engage them in with community events, meetings and forums and, where appropriate, encourage resident involvement
- To proactively encourage resident involvement in aspects of running the service, facilitating resident consultation and participation, providing a platform for their confidence and self-esteem to be rebuilt over time.
- To work with resident to understand what sort of activities they enjoy.
- To support a caseload of resident with their varying needs using a trauma informed, person centered and asset-based approach
- To work with residents to build and facilitate a plan of their individual support needs, enabling the women to achieve their goals.
- To actively engage residents in developing and understanding the service and their responsibilities under their license/tenancy agreements.
- To deal with non-compliance issues in a proactive way, using restorative practices
- To develop and maintain good professional working relationships with internal colleagues and external agencies, creating close and productive partnerships in order to aid the provision of good quality support services and create a professional image of Salvation Army Homes.
- work within Salvation Army Homes' safeguarding policy and procedures, ensuring a person-centered and contextual approach to safeguarding and that appropriate action is taken in order to safeguard the wellbeing of children, young people and adults at risk, protecting them from harm whilst respecting their rights, wishes and feelings
- To be consciously aware of and use Salvation Army Homes' safeguarding and health and safety rules, dealing with and / or reporting issues in accordance with local requirements
- Maintain Salvation Army Homes' system requirements for creating and storing resident records, reports and measuring outcomes.
- To participate in an on call rota as appropriate.

Related Activities:

- Participate in essential training, role related training and to work in accordance with relevant Salvation Army Homes' regulations including, for example the Code of Conduct, Equality, Diversity and Inclusion, Safeguarding, Health and Safety and Information Security.
- Fulfil the role by being adaptable and flexible to the overall activity that is necessary to be successful and effective.
- Fully align with Salvation Army Homes' values and behaviours and to adopt an 'advantaged thinking' perspective through language, conduct and behaviour.
- Maintain Salvation Army Homes commitment to Equality and Diversity

PERSON SPECIFICATION

Qualifications and Memberships:

- Though not essential, the following membership / qualifications or equivalent level experience would be beneficial in this role:
 - Chartered Institute of Housing
 - Social care qualification
 - Educated to GCSE level

Aptitudes and Abilities:

- Proactive and self-motivated with a can-do attitude
- Demonstrable empathy with the resident group including complex mental health needs
- Confident with multi agency working and collaborative activity
- Confident in using Social Media Platforms to engage with residents
- Confident and capable communicator with the ability to inspire, engage and challenge
- Great verbal, written and influencing skills
- Proven capacity to deal successfully with difficult and complex situations
- Ability to use a computer, e.g. Microsoft packages and capacity to successfully navigate support packages used by Salvation Army Homes
- Ability to work flexibly at times including outside of standard working weekday to accommodate a working rota
- Willingness to take part in outdoor/residential activity on occasion
- Ability and willingness to travel between service / activity locations

Experience and Interests:

- A good understanding of domestic abuse and its effects on women and children.
- Experience of or knowledge related to successful working with vulnerable people or groups
- Proven capacity to deal successfully with difficult and complex situations when needed
- Experience of working with local community and voluntary sector partner agencies and recruiting, inducting and supporting a range of volunteers
- Understanding of wider support and funding facilities available for vulnerable residents
- Delivering activities (1:1 basis group setting) with positive outcomes
- Working knowledge of legislation and compliance requirements including Safeguarding, Mental Capacity Act, Care Act, Health & Safety and GDPR
- Capacity to understand individual support action plans, personal development programmes and risk assessments

Values and Behaviours:

To be successful in this job you need to be fully aligned with our values and behaviours, along with working as part of #OneTeam, helping Salvation Army Homes achieve our mission. Our

values and behaviours mean a lot to us. They help define how we should all work, what we're here for and this helps us to stand out from other providers and employers.

S	Servant Leadership — we help people thrive	Have we given our audience everything they need to succeed in their next step?
P	Passion — we love our work	Have we spoken boldly and with confidence? Have we spoken out rather than stayed silent?
I	Inclusion — this is a team effort	Have we kept our communication simple and to the point? Have we used clear, accessible English?
R	Respect — we show respect for all	Have we given our audience credit for their intelligence? Have we advocated for our residents?
E	Empowerment — we have trust	Have we given the right context to our message? Has our communication been story-driven?