

**Faith in Action Merton Homelessness Project**

Job Title: **Assistant Project Manager**

**Responsible to:** Project Manager

**Hours:** 24.5 hrs (3.5 days per week), permanent contract

Salary: £27,041 per annum

Location: 2 days (Wednesdays and Fridays) at our homeless Drop-in, SW19; 1.5 days hybrid working determined by Project Manager and needs of the charity.

**Purpose of Job:**

• Supporting the Project Manager, and deputising where necessary, in managing and running our Drop-in for adult individuals who are experiencing homelessness or are vulnerably housed, suffering from adverse circumstances and in need of support in creating a safe, healthy and sustainable life away from the streets.

• Co-ordinating the recruitment, and ongoing support and training of volunteers.

• Liaising with voluntary and public sector agencies to develop our Drop-In service provision and deliver the best outcomes for our service user group.

• Carrying out a range of administrative tasks associated with the Drop-In and its management.

**Responsibilities:**

In close consultation with the Project Manager to:

• Assist in ensuring the continuing provision of existing Drop-in Centre services to users including case work support, provision of hot food, showers, laundry facilities, clothes bank, and wellbeing activities.

• Undertake assessments and offer information, support, and advocacy to service users including assistance with paperwork, benefit claims, housing and drug and alcohol support applications, and where appropriate accompanying service users to appointments with external agencies.

• Co-ordinate the recruitment and management of volunteers, including induction, regular support groups and training.

• Create a Drop-in Centre environment which motivates and guides service users through the process of inclusion back into mainstream society.

• Support the Project Manager to develop further services to service users as appropriate, in consultation with the Management Committee.

• Assist the Project Manager and Management Committee in the regular review of existing FIAMPH policies and adjusting them where necessary.

• Develop links with other relevant existing services to ensure that the differing needs of individual service users are addressed and to raise awareness locally of the FIAMHP purpose and services.

• Assist in producing newsletters, publicity, and other relevant promotional material.

• Attending local community events and give talks to promote FIAMPH and its work.

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**ASSISTANT PROJECT MANAGER PERSON SPECIFICATION**

**Essential Competencies**

* Empathy with and understanding of the aims and purpose of FIAMHP and the committed non-judgmental approach to the service user group.
* Ability to engage and work with people in our service user group who are disaffected, excluded and who have multiple needs.
* Experience of recruiting and managing volunteers.
* Ability to manage difficult or challenging situations calmly and effectively.
* A good understanding of safeguarding vulnerable adults and the ability to follow organisational and local authority protocols.
* Ability to work in partnership with other professionals (both internally and from external organisations) to achieve good results with our service user group.
* Excellent organizational and time management skills, and the ability to work to deadlines.
* Ability to establish good working relationships with the charity Management Committee, voluntary and public sector agencies, and funders.
* Good report-writing skills and ability to use ICT, including Word and Excel programs and social media.
* Good understanding of, and commitment to, the importance of equality of opportunity and the value of diversity.
* Self-motivation and initiative.

**Desirable Competencies**

* Experience of working with homeless adults.
* Some understanding of working with people with dual diagnoses.
* Community or social work background in voluntary or statutory sectors.
* A good knowledge of local support services and faith groups.