



## JOB DESCRIPTION & PERSON SPECIFICATION

<b>Job Title:</b>	Freedom Services Co-ordinator
<b>Responsible To:</b>	Charity Services Manager
<b>Salary:</b>	£19,171-£21,166 depending on experience (Equivalent to new NJC payscale points 16-21)
<b>Working Hours:</b>	37.5 hours a week
<b>Duration:</b>	12-month fixed Term contract

### Overview

Mustard Tree aims to combat poverty and create life-transforming opportunities for people who are homeless, or are at risk of becoming homeless.

### Role Purpose

Provide structured support for people on the Freedom project helping to encourage and motivate them towards their own goals for progression. Establish and maintain working relationships and pathways with local statutory agencies, charities and other 3<sup>rd</sup> sector organisations. Establish pathways through Mustard Tree into employment, education and training. Provide crisis support for up to 1 day per week on our busy reception, including referrals to other agencies.

### What you will be doing: Job Description

- Work in line with our values, providing a consistent and welcoming approach, advocating for Freedom trainees inside and outside the organization, and signpost clients onto appropriate agencies.
- Coordinate referrals and liaise with external agencies and colleagues to provide pathways into the Freedom Project,
- Conduct initial meetings and enrol Freedom trainees onto the project including risk assessments and documentation
- Working with the team to develop and deliver the induction process of new Freedom trainees
- Manage a caseload, schedule diary and deliver up to 20 x 121 sessions per week as well as telephone update sessions
- Provide drop in and group activities within the structured programme
- Use regular outcome measures and tools at every structured 121 sessions as well as writing case studies and reports as required
- Build and maintain strong relationships with local employers and job centres, encouraging their support of the Freedom Project through placements and training
- Understand and contribute to safeguarding and risk management using incident and safeguarding forms, attending annual training and escalating issues to the management
- Ensure effective discharges including person-centred Progression Plans, informed and helpful feedback/references and monitoring next steps as Freedom graduates leave the programme
- Attend training, research and keep up to date with relevant legislation and local provision of statutory services including housing, , mental health, domestic violence, benefits and budgeting
- Work to an evidence-informed model of support including Motivational Interviewing through training, external supervision and peer support
- Provide a point of contact for staff to raise queries and concerns around working with Freedom trainees and helping to mediate any issues

# Mustard Tree

- Provide regular support to the reception and referrals team, including booking appointments, meeting with clients and drop-ins who need emergency support, and training Freedom trainees in the reception area.

## General Work duties:

- Support trainees to develop 'work ready' skills and behaviours i.e. confidence, punctuality, time management, communication, teamwork and initiative
- Work within health & safety guidelines and Mustard Tree policies and procedures
- Supporting other staff and departments and providing practical relief cover for work-streams
- Take responsibility for professional development, attending training courses as required
- Leading by example, embodying Mustard Tree values and represent the charity as required
- Contribute towards being an environmentally responsible organisation as part of day to day activities including recycling and supporting 'paper-lite' practices
- Other tasks and duties relevant to the role as required by the organisation

## What we are looking for: Person Specification

Specification	Essential / Desirable
2 years' frontline experience in 3 <sup>rd</sup> Sector supporting people and/or working with vulnerable adults	Essential
Good verbal and written communication skills, with the ability to proactively listen, and use effective questioning techniques.	Essential
Effective time management, self-management, diary planning and organisation skills	Essential
Ability to multi-task, work independently and as part of a team	Essential
IT literacy including Microsoft Word and Excel, and good administration skills	Essential
Understanding of health and safety regulations, safeguarding and incident management	Desirable
Experience of delivering a person-centred approach and empowering others to set goals	Desirable
A Levels or equivalent academic level	Desirable