

JOB DESCRIPTION & PERSON SPECIFICATION

Job Title:	Freedom Services Co-ordinator
Responsible To:	Freedom Team Leader
Salary:	£19 - £21,000 depending on experience
Working Hours:	37.5 hours a week
Duration:	12-month fixed term contract with strong potential for permanent contract

Role Purpose

Working directly with our Freedom Trainees and Mustard Tree clients. This role ranges from assisting with reactive crisis support of people who walk-in as well as referrals from other agencies. This role supports our regular clients including those who may be at risk of homelessness, as well as those on low/no income. This also includes providing more structured support for people training on our Freedom Project as they work towards their own goals. Maintaining a high standard of face-to-face support and guidance, this role will represent the values of the charity both internally and externally, leading by example and contributing to the overall development of the service.

This role requires passion for our mission, commitment to our values, adaptability to embrace change and team-work – all 4 of these attributes. An essential requirement is a willingness to work across both our Manchester and Salford sites as agreed.

What you will be doing: Job Description

- Work to an evidence-informed model of support including Motivational Interviewing through training, external supervision and peer support
- Provide advice and emergency support to people coming into our Community shops including those who may be sleeping rough
- Manage referral appointments for emergency support in line with the processes and procedures
- Manage conflict by maintaining a calm and kind approach when dealing with difficult situations.
- Maintain clear communication within all teams of the charity and external partners
- Coordinate referrals into Mustard Tree and liaise with external agencies and colleagues to provide pathways into the Freedom Project
- Establish pathways for our clients into financial support, employment, education and training.
- Conduct initial meetings and enrol Freedom trainees onto the project including risk assessments
- Working with the team to develop and deliver the induction process of new Freedom trainees
- Manage a caseload, schedule your own diary, and deliver up to 20 x 121 sessions per week
- Support drop in and group activities within the structured Creative programme
- Report using outcome measures and tools at structured 121 sessions as well as writing case studies, inputting into database 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
- Contribute to safeguarding and risk management using incident and safeguarding forms, attending annual training and escalate concerns 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
- Establish and maintain working relationships and pathways with local statutory agencies, charities and other 3rd sector organisations.

General Work duties:

- 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
Ability to proactively listen and use effective support techniques.	Essential
Adaptable, willing to travel across Manchester and Salford and able to work well with a diverse range of people	Essential
Calm under pressure and proactively manages own resilience and wellbeing	Essential
Excellent communicator including welcoming approach, confident verbal presentation, and good written skills	Essential
2 years' frontline experience in supporting people and knowledge of supporting vulnerable adults	Essential
Experience of delivering a person-centred approach and empowering others to set goals	Essential
Effective time management, diary planning and organisation skills	Essential
Ability to use initiative and work independently, as well as be a strong team player	Essential
IT literacy including Microsoft Word and Excel, and good administration skills	Essential
Understanding of health and safety regulations, safeguarding and incident management	Desirable
A Levels or equivalent academic level	Desirable
Ability to speak other languages especially Arabic, Farsi, Urdu, Spanish, French, Polish, Russian, Tigrinya	Desirable