



## Housing and Welfare Advice Worker Job Description

The **Manna Society** is an ecumenical Christian organisation and registered Charity. It runs the **Manna Day Centre** at 12 Melior Street, London, SE1 3QP, the largest day centre working with homeless & vulnerable people in the London Borough of Southwark.

The Manna Day Centre, a drop-in Centre for homeless and long-term unemployed single men and women, is run by a team of project workers under the Director, who are responsible for its smooth operation. Basic Services offered include food, showers, clothing, housing & welfare advice, medical care, and access to laptops. The Centre opens to the service users 7 days a week, 8.30 a.m. – 1.30 p.m. **The working week for this particular post is Monday to Friday, 9.00 a.m. to 4.00 p.m. each day.** Annual leave is 25 days plus time in lieu of bank holidays worked. The annual salary for this post ranges from £30,090 to £34,240. The starting salary will be dependent on your experience.

Housing & Welfare Advice Workers will have a commitment to homeless people, which includes acceptance and respect. They will also work for necessary social change to ensure justice for homeless and poor people. Responsibilities are shared among the team according to needs, skills and aptitudes.

### Responsibilities

- 1) Help clients find accommodation.
- 2) Help clients maintain their tenancies.
- 3) Help clients with benefit issues in general including personal benefits, housing benefits, in-work benefits and maximise those benefits as appropriate. Assist with enabling clients to become "job-ready".
- 4) Compile housing & welfare advice statistics (monthly, quarterly or whenever requested by the Director or Management Committee.)
- 5) Write a quarterly article for The Manna Society Newsletter.
- 6) Maintain high standards of health and safety for staff and clients.
- 7) Ensure the compliance with Centre ground rules, especially regarding drugs and alcohol.
- 8) Assist in the administration of the Centre. Tasks may include responding to requests for information about the Manna Society and dealing with petty cash.
- 9) Attend team meetings.
- 10) Attend courses and meet with representatives of other voluntary and statutory agencies in order to become more aware of the problems facing single homeless people in London, and thus be better equipped to help Manna clients.
- 11) Participate in and contribute to discussions about the development of the Manna Society.
- 12) To assist with the development of our Private Rented Sector service which may involve occasional evening work (for which time in lieu will be given).
- 13) Help with cleaning of Centre on quarterly 'clean-up' days (four times a year).
- 14) Attend monthly Management Committee meetings when requested.

These responsibilities are shared among the team according to individual experience, skills and preferences. However the Director may require staff members to undertake other jobs, as and when circumstances dictate – for example, staff/volunteer shortages, holidays, special occasions, etc.

The Manna Society is an Equal Opportunities employer. Wherever possible, decisions affecting the running of the Centre are taken collectively by the team and the Director. In the event of any policy disagreement, the Director's decision will be upheld.

**8<sup>th</sup> September 2023**