

Move On Up Development Worker (part time)

Location: Bethnal Green, London

Responsible to: Move On Up manager

Salary: £16,864 (this is the pro rata salary of the full time level of £28,909).

Hours: 21 hours per week, ideally worked over 3 days

Leave: Pro rata 25 days holiday per annum plus bank holidays

How to apply

If you have any questions, please call 020 8983 5030 and ask to speak to our director, Judith Moran.

If you decide to apply, please send the following two documents to **info@qsa.org.uk**:

1. A copy of your CV, highlighting the areas of your experience pertinent to this role
2. A supporting statement, of no more than 3 sides of A4, **outlining how you meet our person specification (below)**

We also invite you to complete our online equality and diversity monitoring form:

<https://www.surveymonkey.co.uk/r/2GT67V3>

Closing date is **10am on Friday 21 June 2019**.

If you do not hear from us by the end of **that day**, please assume you have not been shortlisted.

Interviews for the shortlisted candidates will be held on **Friday 28 June 2019**.

Thank you for your interest. We look forward to your application.

About

Who is Quaker Social Action?

Quaker Social Action (QSA) is a charity and a limited company, founded in 1867, which addresses poverty and social exclusion. We support over 3,000 people each year directly, as well as reaching hundreds more professionals each year through our training and campaigning activities.

As well as Move On Up, our award-winning projects meet practical needs:

- **Homestore** sells affordable, donated furniture to people on low incomes in east London.
- **Down to Earth** practically supports people on low incomes struggling with funeral costs and pushes for strategic change within the funeral industry and to government.
- **Made of Money** offers a creative and reflective approach to financial wellbeing for individuals and families on low incomes. A training programme shares our approach with professionals across the UK.
- **This Way Up** offers coaching and mindfulness to people on low incomes wanting to move on from a difficult experience and build up resilience for a more positive future.
- **Bags of Taste** supports people to develop healthy and affordable cooking habits through friendly and sociable cookery courses.
- **Aberfeldy Big Local** brings together neighbours on one estate in Tower Hamlets to connect with each other and bring about positive change in their local area.

We are not a religious charity but Quaker values of equality, simplicity and compassion sit at the heart of our work.

What is Move On Up?

Move On Up is a supportive housing project which was set up in 2017. It remains the only project of its kind in the UK, growing from previous work delivered by QSA and a strong belief that, at the heart of our communities, we need decent, stable and affordable housing. In London, this is a challenging aspiration to bring to reality and the private rented sector poses many barriers and challenges even to the affluent. For those who are on a low income and in addition who would benefit from a more supported housing environment for a period of time, opportunities can be few and far between.

Move On Up was set up to support young adult carers; young people who are undertaking caring responsibilities within their families, often with a great sense of pride and responsibility. However,



this caring can come with a price – they are more likely to be not in education or employment, they can be isolated socially and can struggle to define an adult life for themselves beyond being a carer. Even the normal rite of passage of leaving home can be fraught with difficulty, given the care needs of their family member.

Commonweal Housing are our key partners in the project. Their mission is to address social injustices that include a housing element and they have a track record of establishing a handful of courageous projects addressing some niche issues, such as supporting women to exit prostitution. Their belief in this idea, and in QSA's ability to execute it, ultimately led to the involvement of four social investors and a pot of £2.3million which was used to purchase properties across east London for the project.

The project got up and running in the middle of 2017 and currently has full occupancy, with 12 tenants living across the four properties. There have been changes within all four of the properties in this period, with people moving out and others moving in, for which we maintain a small but active waiting list. Some of these young people are still undertaking caring responsibilities, for some this is no longer the case, some are studying, others are working, others again are still uncertain of the path they want to take in life.

Rent is set at Local Housing Allowance level to ensure that the housing is as affordable as possible and that the tenants can concentrate on other goals they have for live. The impact of the project is being assessed in real time with an external evaluation by the Learning & Work Institute.

Supporting eligible young people to consider moving in, and ensuring that an appropriate care package is in place for their family member will be critical, as is ensuring a planned and positive move on, at some point within the two year time period within which we hope and expect our tenants to move on. The creative, enthusiastic and tailored support we offer them for the duration of their tenancy is at the core of the whole project.

What is the role of the Move On Up development worker?

The project has benefitted from one member of staff who joined as the manager and set up the original project. As he is now moving on, we have taken the opportunity to split his job into two roles, with a Move On Up manager and a Move On Up development worker, both part time. We feel this will provide a greater focus to each role and a sense of team work. Both roles will be three days per week.

As the Move On Up development worker, your role will be as the focal point of support for the 12 young adult carers housed within the four properties. You will get to know each of them well and to support their transition into the property and, ideally, their successful move on within a two year time period. During their time with us, you will work with them on identifying their goals and aspirations – and supporting them to achieve them.

Furthermore, as the only project of its kind in the UK, you will be developing expertise about the distinctive needs of young adult carers within a housing project and working with the project manager to ensure this is shared on a national stage.

This role will require you to work with skill and sensitivity to support a vulnerable group of young people to take a big step in their lives into independent living and shared housing, and to support them to thrive and flourish as they move into adulthood.

We want to find an excellent team player and someone who is motivated by our work and our mission – “to enable people on low incomes in east London and beyond to seek solutions to the issues affecting their lives” which we do by “running practical, sustainable and collaborative projects”.

Role description

Responsible to: Move On Up manager

Purpose of post: To provide the support for twelve tenants, all of whom are or have been young adult carers within an innovative supportive housing project in east London.
To support the tenants to develop realistic plans for the future, to work towards their chosen goals in life and ultimately to have a successful move-on.

Engaging and supporting tenants

1. To be the first line of enquiry for potential new tenants or referrers to Move On Up.
2. To positively market the project, ensuring that enquiries are promptly responded to and addressed.
3. To interview potential tenants using the eligibility criteria that exists for the project.
4. To maintain an active waiting list of potential tenants.
5. To set up selection systems that maximise the opportunity for young people to get to know their future housemates when a vacancy arises and to co-design how they will operate as a household.
6. To deliver pre-tenancy training, particularly ensuring the young person understands their rights and responsibilities as a tenant and how to be safe and secure in the house.
7. To support each household in the setting up of “house rules” and to ensure they all know what needs to happen if something goes wrong within the property.
8. To assist where possible with the practical arrangements for move in and to ensure that all new tenants receive a positive welcome and particularly intensive support as they adjust to independence.

Supporting tenants

1. To work with each tenant to identify the key issues they wish to address; be that around life skills, widening social networks, learning and education or career development.
2. To offer careful, sensitive and timely support to each tenant, maximising their independence wherever possible but keeping the momentum going in terms of forward progression.

3. To assist tenants in setting up housing benefit/universal credit claims and ensuring these claims are amended if circumstances change.
4. To source help from other agencies, including pro bono support and volunteer input, to assist the tenants to move towards their goals.
5. To ensure that all evaluation of progress is light touch and does not feel intrusive, repetitive or judgemental to the tenants.
6. To support the tenant to maintain or regain relationships with their family, as appropriate.
7. To start planning the end of the tenancy from the outset, so that the time limited nature of the housing offer remains in sight and is actively and positively prepared for.

Partnerships and stakeholders

8. To build positive relationships with the key stakeholder organisations engaged with the project, be they investors, evaluators or other delivery partners.
9. To report to and engage in meetings with stakeholders where appropriate.

Housing management and rent collection

1. To liaise with the Move On Up manager on all matters of housing managements, promptly reporting any concerns or issues that come to light.
2. Alongside the Move On Up manager, to liaise with the QSA finance officer who is responsible for rent collection, ensuring that there is a shared understanding of levels of arrears or benefit difficulties and that there is a clear plan to support all tenants to get on/keep on track with regard to paying their rent.

Project systems

1. To work within all relevant systems, policies and procedures to ensure the smooth running of the project, ensuring all record keeping adheres to data protection requirements.
2. To participate in the collection of data and evidence to inform the ongoing monitoring of the project, thus ensuring Move On Up can demonstrate its impact.
3. To ensure all record keeping adheres to data protection requirements.

Communication and external liaison

1. To work with the fundraising & communications team on media opportunities for Move On Up.
2. To represent Move On Up by liaising with appropriate local networks and participating in appropriate forums and meetings. These may be outside of normal working hours.
3. To keep up to date with relevant local and national developments, particularly around housing and carers, in order to ensure the work of Move On Up is informed by and responsive to changes in policy or best practice.

General

1. To work within the policies and procedures of QSA.
2. To receive line management, supervision and appraisal from the Move On Up manager.
3. Any other duties, as appropriate to role, as agreed by the QSA director.

Person specification

Experience:

1. Experience of supporting people to progress towards their own goals in a structured and supportive environment.

Ability:

1. Ability to build strong and bounded support relationships with young adults, demonstrating tact, encouragement and empathy.
2. Ability to manage a caseload of work, prioritising as required.
3. Ability to exercise good judgement and also to be non-judgemental with regard to lifestyle and life choices.
4. Ability to work with systems to assess the impact of a service and to adapt that service accordingly.

Knowledge:

1. Knowledge of the housing needs of young people is desirable.
2. Knowledge of the young adult carers is desirable.
3. Knowledge of housing law is desirable.
4. Knowledge of safeguarding and robust risk assessments.

Ethos:

1. Commitment to and understanding of, issues of inclusion, equality and diversity in the workplace and when providing a service to the public.
2. A willingness to work within a Quaker ethos, as clarified by the vision & mission of QSA:

QSA's vision is that of a just world, where people put people first. QSA's mission is to enable people on low incomes and beyond to seek solutions to the issues that affect their lives, by building practical, sustainable and collaborative projects and by sharing that learning where it has potential to benefit communities beyond our own.

Main terms and conditions of employment

1. QSA uses the local government pay scales for salaries. Your salary will be on **NJC scale point 27-30**, which starts at **£16,864** (this is the pro rata salary of the full time level of £28,909). All appointments are made at bottom of scale.
2. This is a **part time** post of **21 hours** per week, ideally worked over 3 days.
3. This is a permanent appointment.
4. Some evening and weekend work is possible, on occasion, but is not a regular part of the role.
5. This post will be based at the QSA office, Bethnal Green.
6. The period of notice will be 1 week during the probationary period and 1 month on its completion.
7. You will be entitled to pro rata of 25 days holiday per year with the leave year running from January to December, plus bank holidays.
8. This post is subject to a 6 month probation period. After the successful completion of your probationary period, staff are entitled to join the QSA pension plan. This is an additional 6% on top of salary paid into the QSA group personal pension, with a 2% staff contributory element.
9. QSA has a union recognition agreement with Unite although staff are welcome to join any trade union.