

# **WAYFINDER PROGRAMME COORDINATOR**

## **Job Application Pack**

**June 2022**

**Deadline For Applications:**

5pm on Friday 1<sup>st</sup> July

**Interviews:**

Thursday 7<sup>th</sup> July 2022

If you have any questions, or would like to talk to someone about the role, please email our CEO Lily Axworthy at: [lily@greatertogethermanchester.org](mailto:lily@greatertogethermanchester.org)

Completed Application Forms should be submitted to:  
[recruitment@greatertogethermanchester.org](mailto:recruitment@greatertogethermanchester.org)

# Job Description

<b><u>Job Title</u></b>	Wayfinder Programme Coordinator
<b><u>Responsible to</u></b>	Homeless Services Manager
<b><u>Location</u></b>	Hybrid/Flexible – Manchester*
<b><u>Hours</u></b>	Full Time - 35 per week (working pattern to be agreed, but evening and weekend work will be required so flexibility is important)
<b><u>Duration</u></b>	3-year contract (with view to extend subject to funding)
<b><u>Salary</u></b>	£26,000 per annum (plus 7% pension contribution)

## **About Greater Together Manchester**

Greater Together Manchester is a charity that looks to tackle poverty and deprivation across Greater Manchester and Rossendale.

Founded as a joint venture between Church Urban Fund and the Diocese of Manchester, we work with churches, faith and community groups, and individuals all over Greater Manchester to tackle poverty and deprivation, and to find ways to support the most vulnerable people in our society. We work with local, grassroots groups to develop their responses to concerns or problems in their own communities, providing advice, support, infrastructure and support with fundraising.

### **Mission Statement:**

- To kick-start, grow and support social action/community outreach projects and initiatives by equipping local churches, groups, individuals and communities with the skills and confidence to make a real difference to the lives of the most vulnerable people in their local area.
- To connect projects, people, and organisations together to help them to share best practice, resources, and ideas.
- To work together with multi-agency partners to influence local, regional, and national policy and strategy.
- To provide training and information to individuals and organisations to help equip them with the skills and knowledge they need to support and sign post vulnerable people more effectively.

## **About the Wayfinder Programme**

Funded by the Benefact Trust, Wayfinder is a volunteer-led relational homelessness support programme. The aim of the programme will be to help service users overcome social isolation and related barriers to tenancy sustainment by building long-term relationships, connecting people with activities and opportunities in their community and providing practical support through the journey from homelessness or insecure housing to a stable and established home. As this project is funded primarily by a Christian funder, they are particularly interested in the role of volunteers from churches, however volunteers can come from any background, culture, faith, or no faith. Volunteers will tailor their support to the unique needs of each individual, for example offering support and guidance to overcome housing and finance, education and health and wellbeing issues.

The programme is being rolled out in three areas in England – Greater Manchester, Nottingham and one other area (to be confirmed).

## **Purpose of the Post**

The Wayfinder Programme Coordinator role is the key role in establishing the Wayfinder project in Greater Manchester. The Programme Coordinator will work with colleagues from Greater Together Manchester and wider partner organisations in GM to develop and deliver the project. The coordinator role offers a wonderful opportunity to set up, influence and inform this project from the outset.

We need someone with relevant experience, who is enthusiastic and committed to improving the lives of people who have experienced homelessness. We are looking for someone with excellent organisational skills, strong communication skills, effective administration skills and the ability to network successfully with partner agencies.

Once the service is established the role will have responsibility for coordinating volunteers across the Greater Manchester region. Recruiting, managing, supporting, and motivating the volunteer team will be the primary objective of this role. Our aim is to steadily expand the service across Greater Manchester over the 3-year term of the project. The GM Wayfinder Programme will be working with our partner organisations elsewhere in the country to develop and monitor the programme.

\*Our current offices are on Deansgate in Manchester City Centre, but will be moving to Bury Town Centre in January 2023, however we are flexible and allow for hybrid working wherever possible.

## **Main Duties and Responsibilities**

### **Establishing the service:**

- Develop and implement procedures and standards for the service
- Recruit, train and induct a team of volunteers, actively encouraging recruitment from churches in Greater Manchester
- Establish regular meetings for volunteers - both individual and group supervisions
- Implement appropriate monitoring and performance measures for the service, including data collection and reports
- Establish referral procedure for participants and an effective matching process for volunteers and participants
- Work effectively with our regional delivery partners to ensure the service operates within the standards and objectives set

### **Managing the service:**

- Monitor and review progress against the key milestones for the programme
- Monitor and review the day to day running of the service, liaising regularly with volunteers, participants, and partners
- Promote and monitor standards and compliance with procedures (e.g., H & S, Safeguarding, Professional Boundaries etc.)
- Ensure all necessary data is recorded
- Retain a full overview of the service, responding promptly to any issues or challenges
- Promote and publicise the service including effective use of social media
- Ensure ongoing monitoring and oversight of the budget allocated to the service
- Maintain necessary administration for the service, linking with wider Wayfinder Programme requirements
- Work collaboratively with colleagues locally and nationally regarding fundraising and reporting on progress within the service
- Build and sustain a positive, supportive, informed team dynamic
- Continue to recruit, train, and support the volunteers, responding to any challenges or concerns
- Establish and maintain effective relationship with partner agencies to encourage referrals and maximise support opportunities for participants
- Monitor and manage caseloads of volunteers, responding to any potential issues between volunteers and participants

- Respond appropriately to complaints, welfare concerns, safeguarding issues

### Developing the service

- Develop and sustain positive and productive relationships with partners to support the delivery of the service
- Develop links with new partner agencies that can offer additional support and services to participants
- Create and facilitate effective peer support networks for volunteers
- Develop and sustain positive and productive relationship with national colleagues
- Make best use IT systems available to assist and promote the service
- Research and respond to opportunities to develop, expand and extend the project
- Keep up to date with best practice, relevant legislation and developments in the wider sector

**Please note that the successful applicant will be subject to an enhanced DBS check.**

## Person Specification

Quality	Description	E	D
<b>Experience</b>	Previous experience of managing projects	✓	
<b>Experience</b>	Previous experience of managing and developing volunteers.	✓	
<b>Experience</b>	Experience of working with people from a wide range of backgrounds.	✓	
<b>Experience</b>	Experience of liaising, working with and networking effectively with a range of partners and other agencies.		✓
<b>Knowledge</b>	An understanding of the principles and importance of coproduction.		✓
<b>Knowledge</b>	An understanding of the complex and changing challenges faced by people who have experienced or are experiencing homelessness.	✓	
<b>Knowledge</b>	An understanding of the social housing and private rented sector in Greater Manchester		✓
<b>Knowledge</b>	An understanding of the voluntary and community sector.		✓
<b>Knowledge</b>	An understanding of the faith sector and faith-based volunteering		✓
<b>Skills</b>	Ability, and willingness, to work flexibly and within hectic and varying environments.	✓	
<b>Skills</b>	Ability to develop and deliver high quality training.	✓	
<b>Skills</b>	Ability to work as part of a dispersed team	✓	
<b>Skills</b>	Ability to work under own initiative	✓	
<b>Skills</b>	Ability to prioritise workload, to work well under pressure and respond positively to obstacles and last-minute changes.	✓	

<b>Skills</b>	Excellent written and verbal communication skills and the ability to communicate with and relate to people from a wide range of backgrounds.	✓	
<b>Skills</b>	Excellent planning, project management, time management and organisational skills, with the ability to multi-task and organise others	✓	
<b>Skills</b>	Competence in the use of IT including MS Office, as well as volunteer management software and CRMs.	✓	
<b>Attitude</b>	A non-judgmental and positive attitude towards people who are in need and a passion for tackling poverty, deprivation and injustice.	✓	
<b>Attitude</b>	A willingness to working hours as evening and weekend when required – including on an 'on call' rota to support volunteers out of hours.	✓	
<b>Attitude</b>	A strong commitment to equality and diversity.	✓	
<b>Attitude</b>	Sympathetic to the Christian values and ethos of Greater Together Manchester	✓	
<b>Other</b>	Full UK driving license and access to own vehicle for work purposes	✓	

**GTM is an equal opportunities employer and does not discriminate on the grounds of gender, marital status, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion or age. Selection for employment will be based on aptitude and ability.**

# JOB APPLICATION GUIDELINES

## Information on Completing the Application Form

The information you provide in your application form is the ONLY information we will use in deciding whether you will be shortlisted for interview.

Your application form is therefore very important, and the following advice is designed to help you complete it as effectively as possible.

Do not send any additional documents (e.g., CVs) as the shortlisting panel will not be able to use them in their decision making.

## Planning Your Application Form

*Before filling in the application form, please read the information pack carefully*

- Please look at all the information so that you know what the job involves and understand the range of skills and expertise required.
- Every vacancy is based on a **job description** and **person specification**, which lists the main duties of the post and describes the skills, experience, and qualifications we are looking for.

*Using the Job Description and Person Specification:*

- The person specification is the list of requirements regarded as necessary for the role.
- The most important question in the job application is the one that asks, "Using the job description and person specification, please tell us about your experience, skills and knowledge, and explain why you think you are suitable for this role." **You need to tell us about how you meet each of these requirements and use examples from your previous roles.**
- Try not to repeat yourself by using just one area of your experience, you should tell us about past and present jobs and interests. **Remember that voluntary work can be just as valuable as paid employment.**

*Completing the Application Form*

- Please fill in the application form as clearly and as fully as you can so that we have all the information we need.
- If you have any disabilities or need assistance in completing the form, please let us know and we will be happy to help you.
- We would be grateful if you could fill in the Equal Opportunities Monitoring Form – but this is not compulsory. The information on the Monitoring Form will not be seen by the shortlisting or interview panel.
- Please send your application form in on time – applications received after the closing date may not be considered.
- Remember to keep a copy of your application form.

## Closing Date

Completed application forms should be returned to Greater Together Manchester by 5pm on the closing date given on the advertisement.

You should send your completed application form to: [recruitment@greartertogethermanchester.org](mailto:recruitment@greartertogethermanchester.org)