

Job Description:
Church & Tenant Empowerment Worker

Job Title:	Church and Tenant Empowerment Worker
Responsible to:	Location Lead (Milton Keynes)
Hours:	8 hours per week
Salary:	£28,052.86 FTE (actual £5,610.57 per year)
Contract:	Permanent, part-time
Location:	Milton Keynes (with some flexibility and occasional evening/weekend work)
Internal working relationships:	Franchise Management Team / Church Partners / Tenants / Staff team / Volunteers / Wider Hope into Action Network
External working relationships:	Local Authorities and councils / secular agencies / churches and Christian ministries

Shelter estimates that, as of 2024, approximately one in every 160 people in England are without a home. Here in Milton Keynes, the local authority reports that homelessness levels are “disproportionate for the size of the city,” reflecting the growing demand for local housing and support services.

We believe the church is ideally placed to be at the forefront of addressing this critical need. Our mission at Hope into Action is to enable the local church to house the homeless. We’re recruiting a **Location Lead** (8 hours) and a **Tenant Empowerment Worker** (8 hours) in Milton Keynes - roles that could be combined for the ideal candidate (combined hours to be agreed).

About the Tenant Empowerment Worker Role

This is a unique opportunity to help establish and shape a new Hope into Action franchise in Milton Keynes. Working closely with the Franchise Lead and our first partner church, New Life Church Milton Keynes, you’ll play a key role in preparing to welcome tenants into our first house in early 2026.

The Tenant Empowerment Worker walks alongside tenants from referral through to move-on, offering practical, emotional, and spiritual support. You’ll help each person build the confidence, skills, and stability they need to thrive, ensuring they feel valued and part of a caring community.

You’ll also work closely with our church volunteers, helping them build meaningful relationships with tenants and providing guidance, encouragement, and prayer support. This dual focus on tenant empowerment and church partnership is at the heart of Hope into



Action's model - creating homes where lives can be transformed through friendship and faith in action.

Context of this role

Hope into Action job descriptions describe the full scope of responsibility for the role as a franchise grows. In Milton Keynes, this is a newly launching project, and the initial scale of the role is intentionally small.

At launch, the role will primarily involve walking alongside a small number of tenants (up to three) and supporting volunteers from the partner church as they build relationships and community around the house.

Hope into Action UK provides established policies, safeguarding frameworks, forms, casework systems, and ongoing advisory support, meaning the local role focuses on relational support and coordination rather than creating these systems independently.

About you

You are compassionate, relational, and motivated by your Christian faith. You have experience supporting people facing homelessness, disadvantage, or complex life challenges, and you approach your work with empathy, patience, and respect.

You're a good listener and a steady presence - someone who can balance care with clear boundaries, and who understands how to empower others to take ownership of their lives. You're also organised and proactive, able to manage referrals, record-keeping, and communication with professionalism and attention to detail.

You'll be comfortable working with church volunteers, encouraging and equipping them to walk alongside tenants in a way that reflects both grace and accountability. You'll enjoy praying and reflecting with others and see faith as a natural and essential part of bringing hope and change to people's lives.

You'll thrive in a small team environment where flexibility, creativity, and initiative are valued. As the franchise grows, there may be opportunities to develop the role and increase your hours.

Please contact miltonkeynes@hopeintoaction.org.uk for an informal discussion about this role.

To apply:

Please send completed application forms to miltonkeynes@hopeintoaction.org.uk

Overview of role:

Job Purpose

Tenant Empowerment

- To support, empower and lead tenant journeys for a **small number of tenants** (up to three)
- To encourage tenants to manage their tenancies and build positive relationships
- To ensure tenants are fully aware of the rules, boundaries and consequences of their actions
- To give advice and signpost to other agencies when necessary
- To work alone when necessary in accordance with our Lone Working Policy
- Conduct, report and update tenant Risk Reduction Plans (RRPs) and Personal Development Plans (PDPs)
- To answer the 'out of hours phone' as part of the out of hours rota. This consists of 7 days 'on-call' to answer the ooh phone, approximately every 3-6 months.

Partner Church Empowerment

- To keep Partner Church volunteers enthused and equipped for their roles
- To support Partner Church volunteers to fulfil their roles
- To keep the Partner Church informed and keep the project in the congregation's prayers
- To speak at Church services and help raise awareness of Hope Into Action
- To assist with seeking opportunities to get new Churches into partnership
- To pray with the Partner Church and Partner Church volunteers

Main Tasks

All tasks below are undertaken proportionately to the number of tenants housed locally and supported by Hope into Action UK systems and policies.

Administrative

- Lead the assessment and referral process of potential tenants
- Maintain appropriate casework records for each tenant using Hope into Action systems.
- Complete relevant paperwork as you journey alongside tenants and Partner Church volunteers
- Make guided decisions around disciplinary measures required for tenants
- Keep relevant paperwork and files up to date and compliant with relevant legislation
- Write end of month reports for Line Manager

Empowerment – Tenants and Churches

- Empower tenants to reach their full potential and successfully move on from our house.
- Meet and maintain house occupancy levels and understand house finances
- Ensure that all tenants meet their financial obligations to Hope into Action.

- Ensure new tenants set up regular rent and personal charge electronic payments (where possible) and retain oversight concerning ongoing payments, delivering warnings and plans for repayments should arrears arise.
- Fill in monthly outcome reports and produce casework notes for all tenants
- Be the main source of advocacy for all tenants
- Liaise between organisations to ensure that tenants do not miss crucial appointments
- Attend tenant casework review meetings and staff supervision meetings
- To move on tenants and evict where necessary adhering to relevant processes and policies. Deliver the relevant eviction paperwork and work with line management if court proceedings are required.
- To complete the relevant paperwork and deliver all levels of warnings and disciplinaries to tenants when appropriate, whilst remaining accountable to line management and church partners. Train and support Partner Church volunteers
- Lead on communication between Partner Church volunteers and Hope into Action
- Contribute to Partner Church newsletters and prayer updates

Spiritual Leadership

- Devote time in prayer with tenants, Partner Church, the Hope into Action team.
- Partake and lead in spiritual events when required (such as away days, church events)
- Share ideas with Line Manager for wider prayer/church awareness
- Work with the Line Manager to plan personal spiritual retreat days

Other

- Maintain and strengthen current systems offering suggestions for improvement where required
- Attend away days, spiritual retreats, Teams meetings, training days and other events
- Identify training opportunities for yourself
- Assist with other work, events or situations as needed.
- Be responsible for booking holiday entitlement and TOIL accrued

General role

- You will need a flexible and professional approach.
- Occasional evening and weekend work may be required given the vulnerability of some of our tenants.
- This post requires an Enhanced DBS check with barred lists
- The scale of this role reflects the current project size. As additional houses and tenants are added in Milton Keynes, the hours and scope of the role are expected to increase in line with Hope into Action's established franchise model.

Person Specification

	ESSENTIAL	DESIRABLE
Qualifications		<ul style="list-style-type: none"> • Relevant degree or NVQ level 3 or 6
Experience	<ul style="list-style-type: none"> • Experience working with adults in a vulnerable position. • Knowledge and understanding of safeguarding issues • Experience of assessing and managing risk. 	<ul style="list-style-type: none"> • Experience working with the homeless and/or vulnerable. • Experience and/ or knowledge of working with other similar support and housing agencies
Skills & Abilities	<ul style="list-style-type: none"> • Ability to listen actively, empathise and act accordingly without judgement or prejudice. • Ability to sustain, develop and evaluate individually tailored support programmes. • Keen to network and build relationships both in Secular and Christian contexts. • Ability to lead and partake in prayer / thanksgiving / worship events and demonstrate sympathy with the Christian faith • Passionate about the mission and values of Hope into Action • Great verbal communicator e.g. presenting well at a church, being advocate for tenants. • Proficient at various methods of formal and informal communication e.g. over phone, email, in meetings etc. with agencies, churches, 	<ul style="list-style-type: none"> • Experience and/ or knowledge of supporting other tenant groups with which you would be working e.g. refugees, ex-offenders, families, asylum seekers etc. • Confident approaching Church leaders with ability to motivate, inspire and build a team of church volunteers • Able to express a heart and vision for how the church effectively serves those facing deprivation and low aspirations in ways which co-develop programmes to build community and total wellbeing • A driving licence or ready access to public transport

	<p>staff and a wide range of people.</p> <ul style="list-style-type: none"> • Proficient with Microsoft Office, Word, Excel, Outlook and PowerPoint. • Ability to work under pressure and consistently deliver a high quality of service • Able to relate with the team, but also able to work alone, take initiative and manage and prioritise a diverse workload • Quick learner, well organised and able to adapt quickly to changing situations. • Flexible approach to working with a variety of individuals • Ability to sustain, develop and evaluate working practises and personal style. 	
<p>Personal Qualities</p>	<ul style="list-style-type: none"> • Approachable, empathetic, and trustworthy. • Motivated by Christian faith and committed to Hope into Action’s vision and values. • Resilient, calm, and able to handle challenging situations with compassion and professionalism. • A team player who values collaboration and clear communication. • Self-motivated and able to work independently, including occasional lone working. 	

	<ul style="list-style-type: none">• Emotionally intelligent, reflective, and open to learning.• Flexible, with a positive and proactive attitude.• Prayerful and comfortable participating in Christian worship, prayer, and reflection with others.	
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