

# Project Worker Recruitment Pack

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**The Winchester Beacon**  
20B Jewry Street, Winchester, SO23 8RZ  
01962 862050  
[www.winchesterbeacon.org.uk](http://www.winchesterbeacon.org.uk)

Charity number 1080443



# Welcome from our CEO



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**I am really pleased that you are considering applying to work with us here at The Winchester Beacon. We are a small and friendly staff team working alongside a great community of volunteers to give people experiencing homelessness hope and the chance of a new beginning.**

The Winchester Beacon first began supporting people facing homelessness in 1988. We have since helped thousands of people to rebuild their lives through our welcoming accommodation and tailored support.

We are currently looking for someone to join our team as a **Project Worker**. You will be responsible for ensuring our main site is a safe and welcome environment and supporting residents during evenings and weekends. You will be responsible for the smooth running of our service and work with other members of the team to ensure residents' wellbeing. You will be responsible for managing and working with evening volunteers and being available to offer assistance to those seeking support.

If you are passionate about supporting vulnerable adults and have relevant experience then we would be delighted to hear from you.

Best wishes,  
Robyn Kohler  
Chief Executive

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# Our History

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The Winchester Beacon (TWB) is the operating name of Winchester Churches Nightshelter (WCNS) which was set up in 1988 by Churches Together in Winchester. Run by voluntary effort, the charity group used various buildings around the city, including church halls and temporarily vacant properties.

In 1995, we became an independent registered charity moving into our dedicated premises on Jewry Street in central Winchester in 1997. The building, which was owned by Hampshire County Council, has been used as a Victorian gas-works, a Burberry factory, a bakery, a co-operative dairy, a printing works and finally a library store. The Winchester and District Housing Association agreed to develop the site, in a joint venture, to provide a shelter for the homeless on the ground floor and ten low cost studio flats above. The Nightshelter was officially opened on the 14 September 1997 by local Baptist minister, Rev Paul Hills.

We now also manage three offsite properties which together accommodate an additional twelve people. These four-bedroom houses act as a stepping stone to independent living. All of our twenty-two residents are able to benefit from personalised wraparound support to enable them to rebuild their lives.

During the pandemic we adapted our services to ensure that we could stay open. This involved moving to single bedrooms to reduce shared airspace and extending our opening hours so that our residents could 'stay home' during lockdown. These changes lived on beyond the pandemic after we saw the positive impact they had on our residents. It was at this point that we changed our operating name to The Winchester Beacon as we had become so much more than a nightshelter.

The Winchester Beacon is the operating name of Winchester Churches Nightshelter, a company limited by guarantee.

Registered Company number 03928334  
Registered Charity number 1080443  
Registered office: 20B Jewry Street, Winchester, Hampshire, SO23 8RZ

# Our Vision, Mission & Values

**Vision: To transform lives, inspire hope and end homelessness.**

**Mission: To help break the cycle of homelessness by enabling people to rebuild their lives.**



## **Honest and open**

We treat everyone with kindness and respect, without prejudice or discrimination.



## **Safe and supportive**

We provide a home where residents can be comfortable and safe and can find the help and restoration of self-esteem they need.



## **Flexible and caring**

We foster collaboration to work as a team with residents, staff, volunteers, the local community and other agencies / partners.

# How we Help

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Each of our residents is able to benefit from one-to-one personalised support. Their Support Worker works alongside them to establish issues at a root of, and as a result of, their homelessness. Together, they identify the areas that they need support to help them to meet their goals and rebuild a life away from homelessness.

## Residents can access:

- Free counselling and psychotherapy
- Budgeting advice
- Help with substance misuse
- Tenancy and housing support
- Help to find training and employment
- Life coaching
- Ongoing support when they transition to independent living.

## Free activities for residents include:

- Gym pass to local leisure centre
- Boxing classes
- Guided cycling club
- Cookery club
- Haircuts.

## Larry's Story

Larry, 66, became homeless after his mother passed away. They had been living together in the council house that had been their family home for over 40 years. Originally in Larry's father's name, when he passed away the tenancy moved to his mother. This meant that legally the house could not be passed on again and so Larry was instructed to leave.

"George, my Support Worker at The Beacon, helped me sort out my pension. I knew it was there but I couldn't access it, I didn't know much about the internet so George helped me.

I've moved into my own one-bedroom flat. The Winchester Beacon helped me apply for it and also sorted out furniture and a cooker for me so that I start with what I need.

Having now experienced homelessness, I value having a space in the world even more than I did before. It's easy to worry about how I'll cope living on my own but I'm going to take it as it comes and I know I still have the support of The Winchester Beacon."

# Job Description

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<b>Job Title:</b>	Project Worker.
<b>Location:</b>	Winchester.
<b>Hours:</b>	Part-time evening and weekend work including at least one overnight shift (not all waking).
<b>Salary:</b>	£13.45 per waking hour plus £95 per sleep shift.
<b>Benefits:</b>	25 days holiday plus bank holidays (pro rata), pension, Medicash plan. To be agreed.
<b>Start date:</b>	As soon as possible.
<b>Direct reports:</b>	Volunteers.
<b>Reporting to:</b>	Support Services Manager.

As a Project Worker, you will play a vital role in creating a safe, welcoming and supportive environment for residents, volunteers and visitors. Working as part of a dedicated team, you will help to support day-to-day operations, promote wellbeing and inclusion, and empower residents through a person-centred and trauma-informed approach. This varied and rewarding role is ideal for someone compassionate, reliable and committed to supporting others within a community setting.

## Key Duties and Responsibilities

### Ensuring a Safe Environment

- Undertake delegated projects and ensure that The Winchester Beacon (TWB) activities contribute towards organisational plans including Health and Safety and COSHH Compliance.
- Record key information in the log and ensure a good handover between shifts and cover safeguarding, housekeeping, finances, risk management both at Jewry Street and Move on Houses.
- Undertake risk assessments on a regular basis and ensure plans to act on findings.
- Utilise the On-Call support as required to ensure that all incidents are dealt with in a safe and timely manner.
- Undertake room and building checks on a regular basis.
- Work to prevent and manage challenging situations should they arise.
- Be prepared to: reflect on work undertaken, encourage residents in line with a person-centred approach, and be aware of the effects of trauma.

### Creating a Welcome Environment

- Ensure that TWB is a welcoming environment for all visitors, volunteers, and residents.
- Welcome new residents and run through key information with them.
- Facilitate and support resident involvement within TWB.
- Ensure residents are consulted in relevant aspects of activities and encourage them all to participate with support provided.

# Job Description (contd)

- Be available to provide refreshments and signposting to external people who seek our support within agreed times.
- Provide help and support with:

Issuing clothing, bedding, toiletries etc.,

General housekeeping to ensure smooth running of our Jewry Street site

'Safety procedures/Fire Information' information

Keeping storage facilities in safe and tidy manner.

## **Championing TWB Policies and Procedures**

- Maintain and promote TWB being a place of safety for all residents, volunteers and staff by following and complying with TWB service and organisational policies and procedures whilst paying particular attention to Safeguarding, Data Protection and Health and Safety.
- Ensure residents are aware of and comply with TWB house rules.
- Treat with confidentiality any personal, private or sensitive information about individual organisations, clients, staff and project data.
- Adhere to confidentiality policies and safeguarding procedures

## **Supporting Volunteers**

- Help to welcome and train new volunteers.
- Support and direct volunteers in undertaking various duties and ensure all volunteers understand and follow TWB policies and procedures.
- Work in collaboration with the Volunteers' Coordinator to ensure volunteers are engaged and fulfilled in their roles.
- Support with cooking and food as required.

## **General Duties**

- Assist TWB in championing the cause to see a reduction in homelessness.
- Be available for dealing with telephone and in-person enquiries and ensure details recorded and dealt with appropriately.
- Work safely in accordance with the TWB lone working policy as required.
- Take, record and safely store rent payments from residents.
- Contribute to ongoing reports and statistics; and accurately and concisely record any incidents or information which may be required by the Support Services Manager.
- Attend team meetings required outside of core working hours.
- Attend training courses as agreed with the Operations Manager.
- Commit to strong partnership work and regular communication and 1-1's with your line manager.
- Project Workers must be reliable and be prepared to work flexible rota patterns and hours to fit in with staff holidays, training and team meetings (notified in advance).
- Support and promote inclusion, diversity and equality of opportunity in the workplace.
- Be flexible and carry out other associated duties as may arise, develop or be assigned in line with the broad remit of the position and as requested by the Chief Executive or Support Services Manager.

# Person specification

## Experience

### Essential

- Experience and understanding of working with adults experiencing homelessness and other complex needs or challenging behaviour.

### Desirable

- Experience of working within a charity.
- Knowledge of the local area.

## Knowledge and skills

### Essential

- Excellent interpersonal and communication skills.
- Ability to manage projects and ensure activities contribute towards organisational plans.
- Strong organisational abilities, able to prioritise and to skilfully plan and manage time.
- Strong record-keeping and attention to detail.
- Ability to make decisions independently when necessary.
- Proficiency in Microsoft Word, Excel, Outlook and Access.
- Proficiency in data handling and recording, specifically in the collection, documentation and secure storage of various types of data.
- Approaches challenges or issues with a problem-solving mindset, looking for effective solutions rather than focusing on the problem itself.

### Desirable

- Proficiency in conducting risk assessments and creating action plans based on findings.
- Knowledge of safeguarding practices.

## Personal attributes

- Compassionate and empathetic with a genuine desire to make a positive impact.
- Resilient and calm - able to work under pressure while remaining compassionate and caring.
- Self-motivated - the drive to achieve goals independently, without needing external motivation or supervision.
- Team worker - demonstrates a commitment to strong collaborative work by actively engaging with colleagues, volunteers, external partners and to be accountable for the outcomes.
- Ownership - willingness to take ownership of tasks and projects and to be accountable for the outcomes.
- Positive attitude - maintains a positive attitude even in challenging situations.
- Future-orientated - has a forward-thinking perspective, anticipates future needs or issues and plans accordingly.
- Aligned with the values and mission of The Winchester Beacon.

## Equality, Diversity and Inclusion

The Winchester Beacon is committed to creating an inclusive environment where everyone is treated with dignity and respect. Applications are welcomed from all sections of the community.

## Safeguarding

The Winchester Beacon is committed to safeguarding and promoting the welfare of vulnerable adults. All staff are expected to share this commitment and follow safeguarding policies and procedures. This role will require a DBS check.

## How to apply

Please send your CV and a covering letter to **hayley@winchesterbeacon.org.uk**. We will be shortlisting candidates on a rolling basis so early application is recommended.