

Job Title	Wild Goose Drop-in Assistant	Salary Grading	Ministry Support	Status	Temporary
Reports to	Wild Goose Drop-in Manager	Occupational Requirement	Active Christian Faith	Work pattern	Part-time 32.5 hours per week
Job purpose	To enable the mission of Jesus Christ through supporting service user engagement in the Wild Goose Drop-in. The philosophy of service user engagement within this role is to accept those who come into the Wild Goose, listen to them and enable them to move on by supporting them to engage with services appropriate to their needs.				
Key Responsibilities		Experience and Qualifications		Job Dimension	
<p>Operational Tasks</p> <ul style="list-style-type: none"> ○ To contribute to, and facilitate, the delivery of activities that engage service users in overcoming barriers to support services. ○ To support the development of service user led activities adopting a PIE (psychologically informed environment) approach. ○ Signposting of service users to other services that would support their need; and accompanying them where needed. ○ To develop close working partnerships with other service providers and those to whom service users can be signposted. ○ Enable service users to access health and wellbeing services hosted within the drop-in and those held externally. ○ To provide efficient and effective support to the Wild Goose team. ○ Take responsibility for tasks, ad hoc and/or routine, as defined in co-operation with and agreed by the Manager. ○ Contribute to the development of the drop-in service as led by the Wild Goose Manager and Deputy Managers. <p>General Duties</p> <ul style="list-style-type: none"> ○ To provide support to the Provisions team in the drop-in as requested by Wild Goose management. ○ To promote best practice in regard to Health and Safety, Data Protection and Safeguarding, in line with inHope policies. ○ Christian pastoral care for colleagues within inHope. ○ To support other inHope activities as appropriate. 		<p>Person Statement</p> <p>An organised person with a track record of serving others as part of a team with their relational, signposting and practical skills and helping a team to be more effective. A person with the ability to be flexible within their working pattern. Has a sense of call to serve the client group.</p> <p>Key Skills, Experiences and Qualities</p> <p>Essential</p> <ul style="list-style-type: none"> ● Experience of working within a team in a challenging, and demanding environment. ● Approachable and confident communicator with people who have wide ranging, and for some complex, needs. ● Ability to be assertive in challenging situations. ● Awareness of local service provision for the homeless and those with substance dependency. ● Effective in their communication with staff and volunteers. ● Ability undertake their given workload effectively, recognizing the needs of others. ● Demonstrate initiative and able to respond to expectations and priorities from different stakeholders. ● Good skills in Windows based IT. ● Positive, optimistic and resourceful when dealing with challenges. <p>Desirable</p> <ul style="list-style-type: none"> ● Maths and English at GCSE Grade C, or equivalent, having completed their secondary education. ● Experience of working within a team, preferably one that includes volunteers. ● Experience of working/volunteering in a similar environment. ● Food Hygiene Level 2. 		<p>Team</p> <p>The Wild Goose Drop-in team operate in a key client facing part of inHope. They work in partnership with other service areas and supporting functions to deliver the overall purposes of the charity.</p> <p>Key Relationships</p> <ul style="list-style-type: none"> ● Line managed by the Drop-in Manager with regular review meetings to communicate on progress against planned tasks and objectives. ● Develop positive relationships with immediate team members, the volunteer work force and external partners / agencies that use the Drop-in. ● To work alongside volunteers, supporting them in their roles, with participation in delivering training where appropriate. ● A fully participative member of the staff team attending staff meetings, prayer and worship times and training activities. ● To build good and supportive working relationships with the whole staff team. 	