



Groundswell Progression Advisor Recruitment Pack

Out of homelessness

Progression Advisor: Job Overview

Job Title:	Progression Advisor
Reporting to:	Progression Manager
Contract Length:	Permanent
Hours:	Full Time 37.5 Hours per week
Leave:	28 Days per year + 8 days Bank Holidays
Salary:	£27,000-£30,000, depending on experience. Plus 5% pension.

Groundswell is seeking an experienced professional for the new role of Progression Advisor. This is an opportunity to develop and deliver an important new area of work – **Building Livelihoods**, where you will support our clients and volunteers, who have experience of homelessness, to overcome legal barriers and build healthy and sustainable lives. You will be playing a crucial role in a growing and dynamic charity which is committed inclusive solutions to tackling homelessness.

As Progression Advisor you will provide legal support; information, advice and guidance; and coaching to our volunteers, as well as to some of our clients. You will deliver one-to-one support sessions to tackle specific barriers to moving forward, including: family law, immigration, welfare benefits, housing, HMRC, employment, domestic violence, and debt advice.

Building Livelihoods is an exciting new area of work within Groundswell's Progression Programme – our cohesive person-centred programme of coaching and support which enables our formerly homeless peers to use their personal experience of homelessness to make a positive contribution to society and move beyond homelessness.

The new elements of **Building Livelihoods** include your addition of legal support expertise within the team; the development of partnerships with legal advice services; the extension of the Progression Programme service to some of our clients and to our former volunteers; and work with an academic institution to provide detailed evaluation and impact measurement.

You will be managed and supported by our experienced Progression Manager, who created the Progression Programme. You will also be offered independent clinical supervision and you will be based in our office in Central London.

The Progression Programme

Groundswell's Progression Programme enables our formerly homeless peer volunteers to use their personal experience of homelessness to make a positive contribution to society, overcome personal and systemic barriers, improve self-reliance and employability and move forward with their lives. Last year we supported 57 peer volunteers; with 28 progressing into training, employment or further volunteering; 15 of whom got jobs.

Groundswell takes a radically different approach to supporting clients. We use an asset based approach, transforming homeless people from passive service users into active and valued contributors. By focusing on each person's unique strengths, talents and abilities - instead of their needs and issues – we support peers to secure and sustain employment and independent living.

Our Progression Programme evolved from 20 years of supporting homeless people to take more control of their lives. We provide one-to-one coaching, training, clinical supervision, and a peer support network to develop self-esteem, skills, and a sense of inclusion.

“From not being able to stay in one place for a week, I’ve now maintained a tenancy for two years, and it’s because Groundswell provided me with stability. Volunteering gave me a support system and a basic structure in my life and helped me integrate into the rest of the world” Groundswell Peer.

Building Livelihoods

Building Livelihoods is an exciting new project within Groundswell's Progression Programme, where we will be supporting homeless people to overcome legal barriers and build healthy and sustainable lives.

This new role of Progression Advisor will provide legal support and coaching to three groups. Firstly to our 'Targeted Clients' who are referred to us by health partners as having multiple and complex needs and who need proactive support to access healthcare. Secondly to our currently volunteers who deliver our advocacy and research work and thirdly to our former volunteers who have moved on – often having progressed into employment, but who may still have outstanding legal issues that can be barriers to building careers.

In addition to directly giving coaching and legal support yourself, you will also work closely with specialist partner agencies, signposting, referring and financing support when needed. You will also run training to build our beneficiaries' legal capability.

You will work closely with Kings College London, our research and evaluation partner to measure the impact of supporting homeless people with legal needs. Evaluation will be aimed primarily at health and homelessness commissioners to create a strong evidence base for the value of providing legal support to homeless and vulnerable people and the impact this has on health outcomes and on progression beyond homelessness.

Building Livelihoods aims to remove legal barriers for people experiencing homelessness; as well improving legal capability, self-confidence, independence, skills employability and health and well-being; whilst increasing access to services and financial independence.

Groundswell

Groundswell is a registered charity that exists to enable homeless and vulnerable people to take more control of their lives, have a greater influence on services and to play a fuller role in our community.

Our work is based around a set of core beliefs that see homeless people at the heart of solutions to tackling homelessness. Our largest area of work is around health and homelessness with peer volunteers accompanying homeless people to health appointments.

We operate from a busy, inclusive office in Vauxhall with 20 staff along with around forty volunteers - with an income of approximately £900k. In 2016 we celebrated our 20th birthday and were declared 'Overall Winners' of the Kings Fund GSK Impact Award.

Our Strategic Vision *Health First!* has three key priorities:

- 1. To increase the scale and scope of our Homeless Health Peer Advocacy service by:**
 - **Geography** – expand into new boroughs, exploring models for national replication.
 - **Scope** – explore wider health issues, including substance misuse and mental health.
 - **Practice** – developing a broader range of peer based approaches, beyond advocacy.
- 2. To further develop our Insight & Action Programme** of participatory action research.
- 3. To develop Groundswell as a healthier and more sustainable organisation.**

Our Work

Homeless Health Peer Advocacy - HHPA

HHPA offers one-to-one support to people experiencing homelessness to make and attend health appointments. Focused on practical support, such as paying travel fares, reminders and accompaniment to appointments; also on building the skills, confidence and knowledge to enable clients to continue to independently access services. With the support provided by peer advocates - who are volunteers with personal experience of homelessness.

HHPA Delivery. With a team of around thirty peer advocates we deliver over 3,500 engagements across nine central London boroughs. We are currently exploring opportunities to extend this work across England.

HHPA Plus is a new Groundswell project aimed at providing homeless people in London with peer support to access mental health services, and training to build confidence and wellbeing independently. Additionally HHPA has specialist projects focusing on Hepatitis C, tuberculosis and hospital discharge.

Insight & Action

Groundswell engages in a range of *Participatory Action Research* (PAR) tools to gain insight into the realities of homelessness and deliver positive social change. PAR is research *with* people rather than research *on* people. As a research approach, it is not just concerned with collecting data but also with processes of empowerment and transformation.

We have been funded by Trust for London to run a project that discovers and shares cutting-edge insight into the health inequalities faced by people experiencing homelessness in London; and crucially, to develop achievable solutions to reduce health inequalities for homeless people and make vital savings to public money.

Groundswell's Core Beliefs

We believe:

1. **The whole community benefits when we effectively tackle homelessness and social exclusion.**
2. **We believe in people!** People are society's most valuable resource, and everyone has the capacity to make a contribution.
3. **There is no Them & Us – only Us!** Groundswell brings everyone together to create genuine solutions to homelessness.
4. **Participation works!** Supporting homeless people to participate creates more effective services and policy - and crucially enables people to move **out of homelessness**.

Progression Advisor Tasks

- A. Deliver Legal Support and Information, Advice and Guidance (IAG).**
- B. Support Targeted Clients.**
- C. Coaching.** Co-deliver the coaching element of the Groundswell Progression Programme.
- D. Relationship Building.** Develop and maintain relationships with a range of partner organisations.
- E. Project Development.** Contribute to the continuing development of the Groundswell Progression Programme
- F. Groundswell.** To contribute to the wider work of Groundswell as a valuable member of the team.

A. Deliver Legal Support and Information, Advice and Guidance (IAG).

1. **Legal Support and IAG.** Deliver high quality legal support and IAG to volunteers and former volunteers around family law, immigration, welfare benefits, housing, HMRC/employment, domestic violence, etc.
2. **Deliver Personal Finance Support.** Support people to set up bank accounts, gain money management skills, and, if required, address debt issues. Also to work with Progression Manager to facilitate access to Progression Bursary, Emergency Fund, Winter Clothing Allowance and other funds.
3. **Research and Information.** Keep abreast of relevant information, developments in the law etc. and disseminate these amongst the team and volunteers as appropriate.

B. Targeted Clients.

4. **Project Planning.** Work with the Progression Manager to adapt the Progression Programme to support clients of the Targeted Advocacy service. Create a detailed, viable and effective project plan, including an evaluation framework.
5. **Case Management.** Work in collaboration with the Targeted Case Workers to identify and case manage work with their clients
6. **Legal Support and IAG.** Deliver high quality legal support and IAG to targeted HHPA clients.

C. Coaching. Co-deliver the coaching element of the Groundswell Progression Programme.

7. **Deliver Coaching.** Co-deliver the coaching element of the Groundswell Progression Programme. Supporting people to develop and enact an Individual Progression Plan, focusing on access to progression opportunities including further volunteering, training, education and employment.
8. **Case Management.** Work in collaboration with the Progression Manager and Line Managers of volunteers and staff to ensure support is delivered in a co-ordinated way.

D. Relationship Building. Develop and maintain relationships with a range of partner organisations.

9. **Relationship Management.** Develop and maintain relationships with a range of partner organisations including legal support providers, homelessness services, health providers, employers, support services, statutory services and others.
10. **Database of Support Providers.** Contribute to building a database of appropriate support services, including mental health, housing, criminal justice, welfare benefits advice etc. which can be utilised by Groundswell team. Where possible collect feedback from people referred to services and update database accordingly.

E. Project Development Contribute to the evaluation, development and sustainability of the work.

11. **Develop Programme.** Lead the co-design process for Building Livelihoods project and work with the Progression Manager to contribute to the continuing development of the Groundswell Progression Programme
12. **Psychologically Informed Environment.** Contribute to a new initiative to see Groundswell develop as a Psychologically Informed Environment.
13. **Monitoring and Evaluation** Work with external evaluation provider and the Progression Manager to develop an evaluation framework. Maintaining excellent records on our Salesforce database of all Groundswell Progression Programme activities and keep up to date contact details. Assist with monitoring reports to funders.

F. Groundswell. To contribute to the wider work of Groundswell.

14. **Teamwork.** To foster a co-operative and supportive team.
15. **Representation.** To represent Groundswell in an appropriate manner.
16. **Training and Support.** To participate in training as agreed and in regular supervision and appraisal with your Line Manager.
17. **General.** To undertake other work as agreed with your Line Manager.
18. **Equal Opportunities.** To promote equal opportunities in all areas of work.

Person Specification

	Essential	Desirable
Experience, Skills and Knowledge	<ol style="list-style-type: none"> 1. Minimum of five years' experience of paid employment in an advice-giving role working with people experiencing homelessness or multiple disadvantage. 2. Up-to-date knowledge of welfare benefits, debt and finance, and issues relevant to homeless and formerly homeless people including housing, immigration, family law and good practice in delivering advice. 3. Ability to work sensitively with issues around homelessness, housing, personal recovery, mental and physical health problems. 4. Knowledge or experience of counselling or providing support with mental health issues. 5. Good knowledge of routes into employment and of learning and development opportunities for people who have experienced homelessness. 6. Excellent administration and organisation skills and the ability to present information in a clear and accessible manner, to arrange of audiences. 7. Excellent IT skills on a PC: word-processing, databases, spread sheets, email and the internet, and the ability to keep accurate records and monitoring work done. 8. Understanding and support of Groundswell's core beliefs. 	<ol style="list-style-type: none"> 9. A legal support qualification. 10. Personal or work-related experience of the issues relevant to homeless people. 11. Experience of volunteering or working with volunteers.

Application Process

1. Application

To make an application, please submit your **CV** along with a **cover letter** which explains:

- how you meet each of the areas outlined in the Person Specification above **and**
- why you are interested in doing this job.

The deadline is **10am on Wednesday 6th September 2017**. Please submit by email to Katie Langford on Katie.Langford@groundswell.org.uk

2. Interviews

Candidates will be notified if they have been invited to interview by 5pm on Friday 8 September 2017. If you have not been notified by this date, then please assume you have been unsuccessful on this occasion. **Interviews will then be held on Monday 18 September 2017.**

3. References

Two references will need to be taken up before a job offer can be made. Please include reference details in your application. One should be your current or most recent employer, and the other someone who has known you in a professional capacity for at least two years. We will not contact any referees before the interview and only after you grant consent.

Many thanks for taking the time to look into this role –it is an exciting opportunity and we hope you will consider applying.

*If you would like to discuss this role before applying then please contact:
Adam Marshall, Groundswell's Progression Manager, on 03000 039 600 or
Adam.Marshall@groundswell.org.uk*

Groundswell

Registered as Groundswell Network Support UK

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