.

**Job Title : Centre Worker (Education and Training)**

Salary : £21,000 pa

Hours : April to October 32.5 hrs pw

November to March 37.5 hrs pw

(average 35 hrs per week over the year)

Probationary period: 6 months

Based at : Ace of Clubs, in Clapham (SW4)

**Introduction**

Ace of Clubs is a day centre for homeless, vulnerable and marginalised people. At our centre on St Alphonsus Road we provide for the immediate needs of those in desperate circumstances with safe shelter, food, warmth, clothing, laundry and showers. We are open from Monday to Friday throughout the year, and every day we get up to 100 people through our doors. The team at Ace of Clubs is skilled and focused in linking people in with a wide range of services including accommodation, welfare, rehab, training, healthcare and many others.

The Ace of Clubs staff team is made up of a Director, a Centre manager, two Centre workers (one leading in benefits, the other on education and training), a Chef, and a Van driver. The staff are supported in running the centre by a team of committed volunteers.

**Main Responsibilities of this Post**

**Centre Management**

Contributing to the day to day running of the centre (in conjunction with other centre staff, and as allocated by Centre Manager or Director) :

* Welcoming and engaging centre users,
* Supporting centre users to access appropriate services at Ace of Clubs
* Ensuring the centre is clean and safe
* Carrying out centre administrative and financial tasks as allocated by Centre Manager

Dealing with incidents and emergencies in the centre in line with its policies and procedures.

Supporting and guiding all volunteers at the centre

**Centre User Support**

Providing information, advice and guidance to individual centre users on a range of issues, including housing, welfare benefits and health.

Applying a client centred approach to help centre users identify and achieve their goals.

Referring to and liaising with partners in statutory and voluntary sector agencies, to ensure the best outcomes for our service users

**Education, training and employment**

Leading on the development and delivery of education, training and employment support for centre users.

Establishing and maintaining relationships with partner organisations to facilitate delivery of internal courses and recruitment of students, as well as the development of external opportunities for centre users.

Encouraging and developing active participation of the centre users in the running of the centre and in planning and development of activities.

**General**

Adhere to Ace of Clubs Policies and Procedures at all times

Cover for other team members as necessary

Undertaking other duties to aid the good running of the centre as required

Attend team meetings, supervision, training and external meetings as required

**Person Specification:**

1. **Experience**

* Experience of working one to one with homeless and/or vulnerable people
* Personal experience of homelessness or a sound understanding of the issues faced by homeless or vulnerably housed people
* Liaising with and co-ordinating the work of a number of individuals and/or agencies to achieve effective outcomes.
* Experience of supporting people to address their needs, and an understanding of the importance of involving clients as fully as possible in that process.
* Experience of delivering or coordinating training opportunities for adult learners.

1. **Skills, Knowledge and Abilities**

* Ability to maintain enthusiasm for a high level of contact with clients on a day to day basis.
* A non-judgemental approach to working with homeless and vulnerable people.
* A clear understanding of professional boundaries issues.
* Understanding of the needs and support requirements of vulnerable people, including those with mental health and/or substance dependency problems
* Knowledge of, or ability to learn about welfare benefits, as applied to single people and people from other countries.
* Familiarity with IT applications and basic keyboard skills.
* Ability to maintain accurate records and self administer.
* Ability to work well as part of a team, and collaborate effectively both internally and externally.

The centre is open to clients from 12:00 noon to 3:00 pm (4:00 pm in the winter), Monday to Friday. We are open on bank holidays and Christmas day. In the morning we see clients by appointment. This is when we usually running classes and groups. Limited flexible working is possible, with core hours being 10:00 am to 4:00 pm.

Staff have 20 days per year a/l, plus 8 days time off in lieu for bank holidays.

To apply for this post, please submit an up to date CV, plus a covering letter (no more than 2 sides of A4) stating how you think you meet this Person Specification.

Applications should be sent to [info@aceofclubs.org.uk](mailto:info@aceofclubs.org.uk), or submitted via Charity Jobs website by **5:00 pm on Monday 1st October 2018.**