



2 Aalborg Place, Lancaster, LA1 1BJ  
Registered Charity No. 1093016  
Telephone: 01524 842008  
[www.ldhas.org.uk](http://www.ldhas.org.uk)

### **Job description**

<b>Job title:</b>	LDHAS Engagement Officer
<b>Location:</b>	LDHAS - 2, Aalborg Place, Lancaster LA1 1BJ or such other place as LDHAS may require
<b>Responsible to:</b>	The LDHAS manager
<b>Hours of work</b>	22.5 Hours per week 9.00 am to 1.30 pm Monday- Friday (may include some bank holidays)
<b>Salary</b>	Starting salary £19,164.60 for 22.5 hours per week £31,910 to £33,699 (FTE) NJC Salary scale 6

### **Job summary:**

The post holder will provide an engagement service with neighbours, the local community, visiting professionals and the clients, volunteers and staff of LDHAS in line with its aims and objectives.

The postholder will have lived experiences which support the work of LDHAS. They will have up to date knowledge of key stakeholders, support networks and agencies. They will liaise and engage with a variety of homeless hub organisations as required. The postholder will support LDHAS clients, motivating and enabling clients as they engage with LDHAS and advocating for them as appropriate. The postholder will create a psychologically safe environment for clients enabling the completion of dynamic assessments, share information about LDHAS services and triage clients enabling them to access the services offered by key stakeholders including those organisations supporting the LDHAS hub in order to support individual needs. They will support clients with clothing, shower and laundry facilities. The postholder will coordinate the engagement aspect of day to day running of the centre, including the attendance of clients and the management of donations and footfall in the building. They will ensure that health and safety protocols and procedures are maintained throughout the building during the hours of opening, alert to safeguarding and ensuring procedures followed.

They will ensure that good relations are maintained with the neighbours of LDHAS and with the local community. They will ensure that LDHAS clients in the immediate vicinity of the building are conducting themselves in an acceptable way.

**Communication**

1. Have communication skills and a communication style which enables a psychologically safe environment for clients.
2. Have a communication style which motivates and enables people
3. Establish and maintain relationships and gain the cooperation of others. This requires the skills to motivate, negotiate, persuade and empathise.
4. Provide advice and guidance to others
5. Act as an ambassador for vulnerable people
6. Maintain effective communication with line manager
7. Promote a culture of equality and diversity within the services provided
8. Network with people from other agencies

**Analytical and judgement skills**

1. Provide a liaison service with neighbours, the local community, visiting professionals and the clients, volunteers and staff of LDHAS in line with its aims and objectives.
2. Ensure that LDHAS clients in the immediate vicinity of the building are conducting themselves in an acceptable way and action support as needed.
3. Proactive in promoting opportunities for current and future volunteer roles in line with the volunteer recruitment process.

**Planning and organisation skills**

1. Coordinate footfall and manage client and visiting professional requests through the day.
2. Coordinate the use of shower and laundry facilities
3. Contribute to reports and provide feedback when necessary

**Client care**

1. Support clients choosing to share their experiences and to resolve inter-personal issues
2. Create a psychologically safe environment.
3. Advocate for clients and support their journey of recovery
4. Signpost to other support networks or agencies as needed

**Responsibilities for policy and service development**

1. Provide the development of policies and procedures
2. Contribute ideas for service development and opportunities for clients
3. Contribute to the development of volunteer roles.

**Responsibilities for physical resources**

1. Ensure daily, accurate records are maintained of the receipt and the dynamic distribution of client's post is recorded and noted by client's

**Responsibility for human resources**

1. Work effectively with LDHAS neighbours and the local community
2. Work effectively with staff and volunteers from LDHAS and other agencies

**Responsibility for information resources**

1. Ensure clients records are updated daily
2. Ensure regular input and maintenance of records on LDHAS database to ensure reports produced have all up to date data.

**Research and development**

1. Participate in audits and surveys as needed

**Personal development**

1. Contribute to identifying learning and training needs and undertake training as appropriate
2. Maintain and commitment to personal and professional development
3. Show commitment to the aims, values, policies and objectives of LDHAS, particularly to equality of opportunity.
4. Participate with the Centre Manager in supervision and appraisal

**Freedom to act**

1. The post holder is required to use their initiative in the role, acting independently and seeking advice as needed.
2. Work is managed rather than supervised.
3. The post holder is responsible for their own activities and work plan