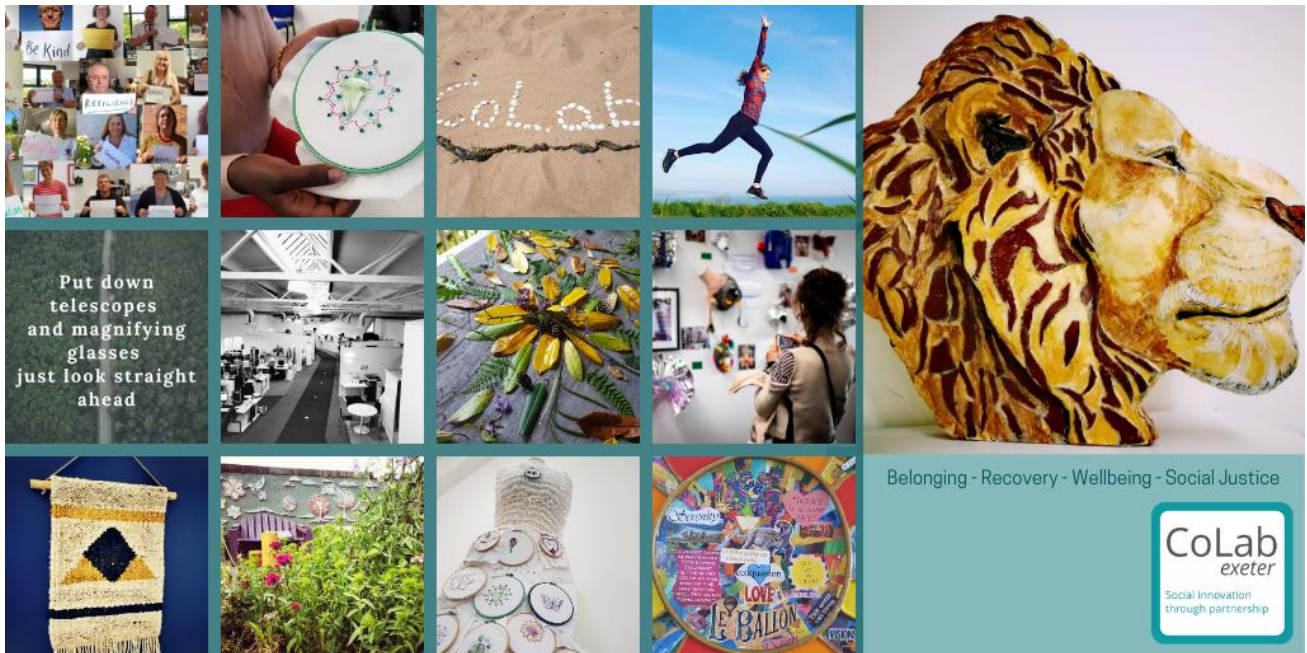




# EHP

## EXETER HOMELESS PARTNERSHIP



## Community Ambassador – Lived Experience Part-Time Exeter Homeless Partnership (EHP)

The Community Ambassador will use their own lived experience of homelessness to inform and support the role, as part of the EHP staff team, across a range of activities including; meaningful activity, partnership meetings, citywide 'conversations' and development of educational resources.

### Application Pack

## Colab Exeter

Join an [award winning](#) team and multi-agency hub focusing on our 4 themes of **Recovery, Wellbeing, Justice and Belonging** to support some of the most vulnerable people in our city. CoLab Exeter hosts the Comic Relief funded Exeter Homeless Partnership and employs the project staff.

No two days will be the same at CoLab, our thriving city centre hub hosts over 30 organisations and projects from voluntary, community, and statutory sectors. If you are looking to become part of an organisation that is focused on making a difference and to empower people to live lives they have reason to value, then we might be the right fit for you.

Our shared vision is of a compassionate and inclusive city and hub where people actively participate and communities thrive. We are looking to work with people who share our core values of **Compassion, Welcome, Collaboration, Ambition and Social Justice**, and who can bring passion, resilience, skills, and life experience to the role.

## Background to the Role

Exeter Homeless Partnership (EHP) is made up of 6 organisations who are working together to find better solutions to homelessness in the City. The organisations are Exeter City Council, Julian House, Exeter Community Initiatives (ECI) BHCA, St Petrock's, and CoLab Exeter. EHP is a 3-year Comic Relief funded project, and we have an exciting opportunity to employ someone with lived experience of homelessness to work with us during this final year.

The community ambassador (CA) role is being offered to people who have experience of living with and recovery from homelessness in all its forms including rough sleeping, temporary accommodation, living in a B&B or hostels, and sofa surfing.

The post holder will work alongside the EHP staff team and members of the CoLab Team including the Learning Manager, Welcome team and others with lived experience. CoLab Exeter and EHP is committed to making sure that people with a lived experience of the issues we support have a voice in the work that we do, and we value the expertise and knowledge they contribute to our work and the development of positive change for people.

If you are a natural communicator, a good listener, you enjoy talking to new people, and you enjoy working as part of team, this would be a fantastic opportunity to gain experience, develop skills and share your enthusiasm and ideas. The post holder will also work with our partner organisations in the hub and in the city to promote opportunities and develop a network of people and providers who are passionate about offering meaningful opportunities that can bring about positive change in people's lives.

## Job Description

**Job Reference:** CAPT0921

**Role:** Community Ambassador (Lived Experience)

**Responsible to:** EHP Business Co-ordinator and Learning Manager

**Salary:** £19,701 FTE Pro Rata

**Hours:** 18.5 hours per week (to include Mondays and Fridays)

**Contract:** Fixed term for 1 year only

## Purpose of Role

The Community Ambassador will enhance our ability to understand and positively engage with the people that we support, by drawing on their own personal experiences and achievements the post holder will actively seek to engage with our customers and partners to:

- Listen to other people with lived experience to find out what is important to them, what their ideas are for meaningful activity, and to share the vision and ideas of EHP
- Attend meetings with partner organisations to ensure the authentic voice of lived experience is heard and understood
- Participate in meetings with EHP staff and partners to explore ways to help the voice of people with lived experience to become 'the norm' in decision making and service design (e.g. for example attend EHP oversight meetings)
- Find out what kind of activities people want to do and what barriers they face in order to do this
- Work with and support colleagues to develop, organise and run activity groups and support people to attend workshops and groups
- Meet potential participants and professionals to promote activities, take questions and encourage people to participate
- Develop and support meaningful activities that are available for people to get involved in as part of their recovery and learning journey in the city. Activities may be anything from gardening, photography, cooking or walking, or help to understand benefits.
- Support events to celebrate EHP and promote activities (e.g. how to become a volunteer).
- Support the EHP team to develop resources to help people understand what homelessness is or isn't, and how to play a part in finding solutions.

In order to support the post holder in this role we will offer a detailed induction to the job including introductions to the wider team and partner organisations, a programme of training and development that includes regular support and supervision from your line manager, a work mentor, and opportunities to attend team meetings, events, and activities at the hub.

## **Key Activities and Responsibilities:**

1. In this part time Community Ambassador role you will be based with the CoLab Welcome Team. The Welcome Team are the first point of contact for visitors accessing services at Colab and therefore provides an excellent opportunity to interact with large volumes of people with complex needs many of whom have lived experience of homelessness.
2. Develop relationships with people experiencing homelessness in its many forms across the city by working the EHP team and partners. Be able to introduce yourself, listen to and talk to people about the project, and to understand what kind of opportunities people might want to get involved in.
3. Be approachable, friendly, and welcoming and be able to listen to and encourage people when talking about the opportunities available through the project.
4. Promote opportunities, groups and activities to the people we support, by attending support sessions and learning activities, by attending team meetings and events at Colab and partner organisations, and by circulating fliers and information around the city and through social media.
5. Be resourceful, enthusiastic, and innovative about how to develop connections and pathways to recovery within the EHP project, partner organisations and at CoLab.
6. Support people attending groups and activities, and if needed help people to understand the behaviours and boundaries that are needed to maintain a positive learning environment.
7. Be ambitious for peoples' progress and committed to enabling people to make positive and sustainable changes in their lives. Be active in connecting people to wider opportunities through the EHP project, Colab and in the local community.
8. Record information and findings from conversations and events to share with EHP staff and wider partners.
9. Be positive about the benefits of attending meaningful activities, be able to share your ideas and motivation for the aims of the project.
10. Be understanding of the challenges and barriers that people can face when deciding if they want to get involved in activities.
11. Be patient and compassionate when communicating with visitors maintaining effective professional boundaries at all times.
12. Assist with supporting events, exhibitions and visitor consultations as part of the project team

## **Organising and Promoting Meaningful Activities**

13. Support the EHP Staff team, Learning Manager, Welcome Team and other Experts by Experience staff and volunteers to develop a schedule of meaningful activities in line with what people want, that are easy to access, and that are inclusive.

14. Actively promote the programme of activities by communicating with other professionals and learners by speaking at groups and meetings about what is on offer, listening to feedback and answering questions.
15. Assist in organising the groups and activities; making phone calls and encouraging people to attend, keeping people up to date about what is happening and when/where; and in preparing materials and resources for the sessions
16. Assist with setting up and running of groups and activities, preparing the learning spaces, setting up refreshments, making sure all the resources are in place and that furniture is set up appropriately
17. Support any tutors or professionals when they are delivering group activities to manage group dynamics and support a positive experience for all the learners.
18. Assist in capturing feedback and information about attendance at groups to help with the monitoring and evaluation of quality and impact for those in attendance.

### **CoLab Exeter Team**

- Be approachable and work constructively as part of a team with other colleagues in the CoLab team and wider hub to ensure daily activities and duties are covered and supported effectively, this may include covering for colleagues and participating in hub events and activities.
- Support and assist volunteers and student placements at the hub who may or may not be directly involved in your area of work.
- Be resourceful, enthusiastic, and innovative in the way that you work and actively participate in your own personal and professional development.
- Attend and actively contribute to handovers, team meetings, staff away days and supervision/appraisal meetings as required.
- Be ready to respond in the moment, think on your feet, and have a positive attitude to problem solving.
- Follow CoLab Exeter policies and procedures and specific guidelines and requirements of relevant funders and partners as required
- To promote and develop the aims and philosophy of CoLab Exeter and work in a way that reflects our collaborative mission and values
- Undertake any reasonable duties appropriate to the role as requested by the management team.

## Person Specification

With an approach that aligns to our values of compassion, welcome, collaboration, ambition and social justice the post holder will have:

### Skills, Experience & Qualities

We understand that candidates for this role may not have a traditional education and employment history, and we are keen to support opportunities for people who have transferable skills, experiences and qualities that have been developed through life experience. Applicants are encouraged to talk about their experiences and how they think these will make them a good candidate for the role in their supporting letter. Some of the skills, experience and qualities we are looking for are listed below:

#### Skills and Experience

- Personal experience of homelessness. Being able to apply this experience non-judgementally and without prejudice when working with others
- Able to translate people's ambitions and needs into ideas for meaningful activities that we can run, and to share these ideas with the Learning Manager and wider team to look at ways we can get them set up and running
- Able to speak up and to challenge decisions constructively, offer different opinions or to speak out if you feel that EHP's values are not being followed.
- Some experience of volunteering, supporting others or demonstrating responsibility as part of a group or a team
- An understanding of the importance of being able to maintain good personal boundaries with the people that we support, and of the need to follow procedures to safeguard and protect vulnerable adults
- Willing to contribute to project monitoring by giving feedback and taking data that will help towards demonstrating impact and meeting project, funder and Colab Exeter reporting requirements
- Creative and ambitious for the project with a desire to help change systems of support for people experiencing homelessness
- Organised with the drive and enthusiasm to succeed in developing and delivering a successful programme of meaningful activities as part of a team

#### Qualities

- A good communicator with an approachable, friendly and engaging personality, able to strike up conversations and engage with our visitors and service users to understand what activities people want to do and explain how they can get involved.
- Confidence to engage with a wide range of people in person, over the phone or via video conferencing

- A good listener, someone who can be approachable, empathetic and show understanding, able to give people time to talk about their experiences and ambitions, and to suggest relevant meaningful activities they can get involved in
- Be adaptable and open to learning and working as part of a team, learning new skills, listening to different perspectives, and focusing on the aims of the role
- Being open and able to share what's going well and what isn't, willing to discuss and explain opportunities for learning, development and feedback on the role and project
- Self-awareness with an insight into your own feelings, motivations and actions and how these are important in contributing to the development of the project, but also able to understand that there may be limits to what activities, services and support can be offered

#### **Training, Support & Development**

- Attend in-house training and induction, and other training as identified as part of your professional and personal development plan
- Attend and constructively participate in regular support and supervision, reviews and appraisals
- Attend staff meetings, away days and wellbeing activities

## How to Apply

We want to make sure that anyone who wants to apply for this role understands what we are looking for and feels able and supported to make the best application that they can. We also understand that not everyone applying for this role will have a traditional education or employment history.

We can offer support with things like:

- understanding the application and recruitment process
- understanding what the job will involve
- understanding what to include in your written application and how to lay it out on a page
- or we can look at providing access to a computer at our office if you need it to type things up.

We will be holding an **Information Event on Friday 8<sup>th</sup> October from 12pm – 1pm** at Colab Exeter to offer people the chance to pop along and meet our project staff, to ask any questions about the jobs, and to find out what support is available to help them put in an application.

If you can't attend the event and you would like more information or support, or if you have any questions please call us on 01392 202055, email us at [recruitment@colabexeter.org.uk](mailto:recruitment@colabexeter.org.uk), or pop in to Colab Exeter and ask for Amy.

**Closing Date: 12pm midday Monday 18<sup>th</sup> October 2021**

Email applications to: [recruitment@colabexeter.org.uk](mailto:recruitment@colabexeter.org.uk)

Post or hand applications in to: Recruitment Team, Colab Exeter, Wat Tyler House, King William Street, Exeter EX4 6PD

**Interviews will take place on Friday 22<sup>nd</sup> October 2021.**

## What to include in your Application?

1. If you have a current CV or MV please include a copy of this, otherwise please give details of:
  - Your name
  - A contact email address, phone number and/or postal address so that we can contact you about your application
  - Any paid employment, voluntary work, or groups and activities that you have done in the past or that you are currently involved in



- Any talents, hobbies or interests that you have which might be relevant to the role (for example if you are an artist or musician could this be something you could share as a meaningful activity?).
2. The job reference for the role you are applying for.
  3. A cover letter or statement to tell us more about yourself and why you want the job (see below).

### **What you should include in your cover letter or statement:**

As part of your application it is really important that you let us know more about yourself and how your skills, experiences, and personal qualities match up with what we are looking for. This is so that we are able to make decisions about who to invite for an interview.

Most importantly we are looking for:

- People who are **comfortable talking to new people** and who are **able to listen** to and relate to our visitors and the organisations that we work with.
- People who will **bring a friendly and positive approach**, and who can use their lived experiences to **build connections and develop meaningful activities** for people experiencing homelessness.
- People who are **ambitious about what can be achieved** through supporting others to feel connected to a community and to access opportunities that can **bring about positive changes** in their lives.

Please include **answers to the following 3 questions** in your cover letter or statement as this will help us to decide if you have the experience, skills and qualities that we are looking for.

**1. Tell us why you are interested in the role and what individual qualities and skills you can offer?**

[For example, we would be interested to hear which parts of the role you are interested in and why, what you would like to achieve if you were offered the job, what success would look like for you in this role, and what personal qualities and skills you can bring to the role that will help you to make this happen.]

**2. Tell us about how your lived experience of homelessness will help you in this role?**

[We are not asking you to share personal details of your experience unless you want to, but we would like to know how your lived experiences will inform how you will work with and relate to people experiencing homelessness or complex life situations, how it will help you to chat to people and encourage them to join activities and give their feedback, or how it will help you when working with other professionals to promote the project and raise awareness about homelessness.]

**3. Tell us about any experience you have of being part of a group, a community, or a team, and what you learnt or what you enjoyed about it?**

[For example, this could include any paid work or voluntary work experience, involvement in support groups or leisure activities, being part of a community group or centre. We would like you to include things like how you contributed to this group, did you take on a role or responsibility, what you enjoyed about it or what you learned from it, and how this will help you in the role.]

The job description and person specification also give more examples of what we are looking for so feel free to add anything else to your statement that you think is important.

If you are not quite sure where to start, or if you need guidance about what to include, you can pop along to the information day or contact us to arrange for someone to offer you some support. Call us on 01392 202055, [recruitment@colabexeter.org.uk](mailto:recruitment@colabexeter.org.uk), or pop into Colab.