

THE BRICK

PROJECT
SHOP
WORKS
GIVING
RE-USE

QUEENS HALL ACTION ON POVERTY

JOB DESCRIPTION

2 x Posts Night Emergency Access Intensive Housing Manager

Salary: £31,982.50 (includes enhancement for night working)

Hours: Approx. 42 hours per week on a rolling rota (working 12.5hr shifts from approx. 7:00pm until 07:30am).

Holidays: 28 Days which includes a day in lieu of bank holidays worked

Benefits: Life Insurance, Pension and Health Plan, Gym membership

Based at: Wigan WN3

Responsible to: Operations Manager

Accountable to: Queen's Hall Action on Poverty Trustees

Closing Date: 3rd November 2026

Interview: You will be contacted as and when applications are received

To Apply: Please see full job specification attached.

To Apply: Please enclose your CV along with a covering letter explaining why you feel you are perfect for this role. Please upload your documents here: <https://hr.breathehr.com/recruitment/vacancies/49137>

Please do not register at the above link until you are ready to add your documents, once registered, you cannot amend your application or add any documents.

Please apply early as we reserve the right to bring forward or extend the deadline for applications, so please get your applications in as soon as possible

SUMMARY

The Brick is an ambitious charity with big aspirations for people in need within our community. We provide RELIEF, RESTORATION and REFORMATION by offering tailored support, hope, and opportunity to those looking to improve their quality of life. Our core work is in homelessness, and these projects include emergency and supported accommodation, street outreach and homelessness prevention programmes.

JOB PURPOSE

You will support the delivery and growth of the emergency accommodation facilities in Wigan this winter and build trusting relationships with those using the provision and key partners. You will effectively and efficiently provide a safe and secure place to stay. An important element in keeping people safe is ensuring that the environment and its cleanliness is maintained. You will identify needs and will liaise with key partners and services who will provide the appropriate support using a person-centred approach. You will recruit, train and support volunteers to assist in the Night Shelter delivery model.

The overnight accommodation is part of a community hub model that will offer wrap around care and support to those homeless and most vulnerable in Wigan. Individuals who stay at the overnight accommodation will be offered an intensive support package by key partners, highlighting agreed actions for sustainable move on. As an overnight accommodation worker, your knowledge and understanding of those we look to house is critical in forming these holistic actions plans with support agencies. The intelligence you collect on shift will be an integral part of individual action plans used by agencies offering support.

Operationally, you will manage a consistent flow of referrals to the overnight accommodation and manage the complex needs of those using the provision to ensure that throughout their stay they receive a warm welcome and equally a place where they feel safe. You will create an inclusive environment that promotes independence and build healthy professional relationships between the staff team and encourage and adopt practices to ensure social inclusion for all. Working in an asset-based way, you will recognise the strengths, skills and assets of people experiencing homelessness and work hard to build upon these assets, connecting them with their communities. You will work in close partnership with key services based at the hub to ensure every individual is receiving support through key agencies unique to them.

You will be required to share information with relevant partners to allow for continued ongoing engagement. You will play a key role in sharing frontline experience and knowledge with others to contribute to the wider homelessness strategy in Wigan.

Use of a car and full UK driving licence is preferred, as this role includes covering sites located across the borough although is not essential.

DUTIES WILL INCLUDE:

- Manage a 16+ bed emergency accommodation provision.
- Providing a safe and secure environment for residents
- Take responsibility for incident management and reporting.

- Take responsibility for raising and completing Safeguarding Tiers
- Ensuring the safety and security of the premises
- Ensuring that residents adhere to the rules and respect the rights of other residents, staff, and the premises.
- Ongoing assessment of risk/managing risk
- Relationship management between those using the provision and daytime staff and key partners.
- Accurate record keeping and updating logs.
- Keep accurate handovers and send in a timely manner.
- Responsibility for stock management and control.
- Complying with policy and procedures in line with safe working policies and following processes to refer concerns.

QUALIFICATIONS AND SKILLS

Suitable candidate must have:

The ability to recognise talents and work in an asset-based way.

- An understanding of complex needs and experience of supporting vulnerable people to assist key support delivery partners.
- A can-do attitude and willingness to undertake a varied workload.
- A resilient nature and the ability to handle challenging behaviour.
- The ability to work well in a multi-agency team.
- The ability to show empathy while maintaining professional boundaries.
- An understanding of the needs and challenges of homeless people, including those who have support needs including drug, alcohol, and mental health needs.
- To work in a trauma informed way.
- An awareness of key public health messages relating to contagious and spreadable disease
- Qualifications in social care / health / counselling preferred.

PARTNERSHIP WORKING

The Brick is committed to delivering Wigan Council's Progress with Unity approach and as such we are asking for applicants who are committed to delivering:

- **Create fair opportunities for all children, families, residents and businesses**
"Together, we will break down the barriers that create financial, health, education and environmental inequalities in our borough."
- **Make all our towns and neighbourhoods flourish for those who live and work in them**
"Together, in genuine partnership with our residents and businesses, who know our communities best, we will help each town and neighbourhood in the borough to celebrate and maintain their identity whilst understanding and helping to achieve what is needed to thrive."

OTHER

Health and Safety

In line with Health and Safety and Lone Working Policies, take reasonable care of personal health and safety and the health and safety of colleagues, mentors and service users and other persons who may be affected by acts and omissions.

Reporting any incidents and Safeguarding concerns in a timely and effective manner following the Wigan tier report system.

Diversity

Understand and implement The Brick's Equality and Diversity Policy

Queen's Hall Action on Poverty are committed to the safeguarding and protection of all young people and adults, In line with our Safeguarding policies. We will carefully select, train and support all those with any responsibility within the Charity, in accordance with our rigorous recruitment and selection policies.

The Brick is committed to promoting a diverse and inclusive workplace, which attracts all candidates and signals our commitment to celebrate and promote diversity. This includes not discriminating under the Equality Act 2010 and building an accurate picture of the make-up of our workforce.

We offer a range of family friendly, inclusive employment policies, flexible working arrangements and support or staff from different backgrounds.