

Head of Fundraising and Communications

Candidate Information Pack

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Dear Candidate,

Thank you for your interest in the position of Head of Fundraising and Communications at SIFA Fireside. I hope you find this pack useful in preparing your application.

SIFA Fireside assists adults who are at risk of, experiencing, or in recovery from the effects of homelessness. Formed of two charities, SIFA and The Fireside, we have almost 40 years’ experience of supporting the most vulnerable and marginalised individuals in Birmingham.

We are driven by our vision and values, which sit at the heart of our work and drive our decision making across the charity. SIFA Fireside is a vibrant and progressive organisation that puts people at its heart, growing and developing the individuals that are involved in its work.

Over the last few years, SIFA Fireside has grown its service delivery and has worked with its partners to develop a comprehensive city-wide response to homelessness. Our financial turnover has reached £2millon for the first time, and the workforce has grown to 46 staff alongside 35 regular volunteers.

The team at SIFA Fireside has transformed the profile of the organisation from one that simply supports people in crisis to an organisation that prevents homelessness at every opportunity. We have a fundamental belief that every individual who comes through our doors should have options and choices about their future. We want to ensure there is a pathway to a sustainable life that they want to lead.

Today, SIFA Fireside has become recognised as a leading charity in Birmingham and a go-to organisation assisting adults who are experiencing or at risk of homelessness.

SIFA Fireside is committed to equality, diversity and inclusion, ensuring its senior leadership reflects the background, experience and identity of the community we support. This includes people with lived experience of homelessness.

We want SIFA Fireside to be in an excellent position to drive forward its strategic vision ensuring the senior leadership team is committed to helping the charity move forward and do the right thing by the people it exists to serve.

We will face policy challenges and uncertainties in the future, but we know that the work we do has real value and can transform people’s lives. If you would like to be part of our journey, we want to hear from you.

**What we are looking for**

* Proven track record of meeting or exceeding fundraising targets
* Experience building and managing strong relationships with donors and supporters
* An understanding of diverse messaging including digital communication
* Strong leadership and team management skills
* Strategic thinking with excellent written and verbal communication
* Conversant with the homelessness and housing sector

This position is not for the faint-hearted! If you enjoy a challenge and have the drive and passion to advocate for some of the most vulnerable people in Birmingham, then why not make an application. You are also welcome to contact me for an informal conversation.

Your sincerely

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Natalie Allen

Chief Executive, SIFA Fireside

# About Us

We work with homeless and vulnerably housed individuals in Birmingham. Through our holistic and personalised approach, we want to ensure our clients have the best possible chance to build their lives and become active members of a community. An experience of homelessness should not permanently define an individual. We wish to give people the opportunity to take back control and lead healthier and more fulfilling lives.

**Vision**

Every adult in Birmingham can live a future without homelessness.

**Mission**

To challenge and address the systemic causes, and effects of homelessness in collaboration with our partners.

# Our Values INCLUSIVE

We respect diversity and equality and recognise people’s individual needs

**COURAGEOUS**

We believe in doing the right thing to make a difference for our clients

# DYNAMIC

We are a unique organisation and adapt our services to meet people’s needs

**SUPPORTIVE**

We provide holistic support to encourage people to learn and grow from their experience

# Legal Structure

SIFA Fireside is a charity and a company limited by guarantee. We were registered as a charity in 1983 and became incorporated in 1995. The company was established under a Memorandum of Association which outlines the objects and powers of the charitable company. Our Articles of Association are SIFA Fireside’s governing document.

# Our Team

SIFA Fireside is governed by the Board of Trustees. The Chief Executive is responsible for the day-to-day operations and supporting the Board to set the strategic direction of the charity. The senior leadership team work with the Chief Executive to implement SIFA Fireside’s vision alongside a team of specialist staff with a range of expertise. SIFA Fireside currently has a paid staff team of 46 individuals.

**SIFA Fireside Structure 2024**

Board of Trustees

Volunteering

Communications

Fundraising

Head of

Fundraising and Communications

HR

Finance

Operations

Head of Finance

Chief Executive

Head of Services

Recovery

Prevention

Homeless

Intervention

Facilities

**The Board and Senior Leadership Team**

## **Board of Trustees**

**Carole Wildman, Chair**

Carole has 38 years’ experience of work in the Social Housing Sector and retired in April 2016. Her last 20 years at work were spent as an Executive Director for Regeneration. She is passionate about assisting people and communities to become empowered through education, training, work and active citizenship. An experienced chair and non-executive director. She was previously a Board member of the Pioneer Group, a community-led social housing provider in north Birmingham which she chaired from 2017-2023.

**Martin Chidgey, Trustee**

A former Head teacher and voluntary sector Chief Executive Martin has been closely involved with SIFA Fireside since 2015. Martin has nearly 20 years experience in the voluntary sector working with organisations that support vulnerable people and their families. Martin was previously Company Secretary for SIFA Fireside and prior to that had worked in partnership with SIFA Fireside in the delivery of Criminal Justice services. He was also heavily involved in staff training.

**Catherine Groom, Trustee**

Locally grown, Catherine is the General Manager at Fierce, an international performing arts festival in Birmingham where she does everything and anything that needs doing from HR and policy development to finance and producing events. Alongside her work at Fierce and in the arts, she freelances as a consultant and trainer for small charities.

**Dave Ollier, Trustee**

Dave has a background in teaching and has been with SIFA Fireside since the two charities merged more than ten years ago. In addition to his extensive professional experience, Dave also runs SIFA Fireside’s AA group every Friday and is a strong advocate for ensuring that the voice of our clients is present around the board table.

**Steve Partridge, Trustee**

Steve is a Consultancy Director with Savills Affordable Housing Team and is a national expert in housing finance. He has 30 years’ experience in the public and private sectors in business planning, financing and development, specialising in social and affordable housing.

**Holly Pyke, Trustee**

Holly has 20 years of experience working with vulnerable adults and young people with complex support needs. Holly provided both strategic and operational management support across a range of third sector and NHS services to develop services that reduce health and social inequalities. Holly has spent her career ensuring that the rights of vulnerable people are respected, their voices are heard and they are empowered to live independent, socially included lives.

**Stuart Young, Trustee**

Stuart is a commercial lawyer working at one of Birmingham’s largest firms of solicitors. He started out as a volunteer at SIFA Fireside’s breakfast sessions and joined the SIFA Fireside board in 2023.

**Martin Molloy, Company Secretary**

Martin joined SIFA Fireside in a voluntary capacity as Company Secretary in 2019. A former Assistant Director in the Civil Service his main responsibilities included corporate governance and finance. Prior to that he worked in urban regeneration, both as West Midlands Policy Lead on a range of Government initiatives and as Head of Corporate Services and Communications at regeneration programmes in Castle Vale and Kings Norton. Martin was also a Trustee of the Birmingham Irish Association for several years.

**Dan Wakely, Trustee**

Dan is a Chartered Accountant with substantial commercial and not for profit experience.

He is dedicated to building excellent systems, processes and governance and is

passionate about social justice. Dan has 7 years experience working as Chief Operating

Officer at SIFA Fireside before becoming a Trustee in 2025 as well as four years

experience as a Trustee at Compass Support, the charitable arm of Pioneer Group

Housing Association where he sat on the Audit and Assurance Committee. He has also

spent twelve years as a freelance accountant working with several SME's as an

outsourced Finance Director.

**Steve Barkess, Trustee**

Steve has more than 15 years of experience working directly with vulnerable people and organisations supporting people experiencing multiple exclusion and complex needs. Currently working as regional partnership manager for a national membership charity, Steve provides a range of support to organisations across statutory, non-statutory and community and faith organisations, ranging from policy, good practice, work force development. Steve also leads and supports a broad range of partnerships across the West Midlands and North West.

**Jim Foy, Trustee**

Jim comes to SIFA Fireside with over 30 years worth of experience working for the West Midlands Police service. Having retired in 2018, he has particular experience in Public Protection, namely Safeguarding, Risk Assessment and Collaborative Working with other organisations. He is Birmingham-born and joined the SIFA Fireside Board of Trustees in May 2025.

**Mohammed Khan, Trustee**

Mohammed is the Community Safety Partnership Manager at Birmingham City Council, with extensive experience in safeguarding, domestic abuse, and anti-social behaviour. He has held key roles in both local government and policing, including with West Midlands Police. His work focuses on strategic partnerships, community engagement, and supporting vulnerable individuals. Mohammed is passionate about equity, inclusion, and improving outcomes for those facing homelessness and social exclusion. As a trustee, he is committed to helping SIFA Fireside deliver responsive, person-centred services that drive meaningful change.

## **Senior Leadership Team**

**Natalie Allen, Chief Executive**

Natalie has worked in the homeless sector since 2014 and joined SIFA in October 2022 as CEO. She is an experienced Senior Leader with a demonstrated history of working in the charity sector within Birmingham and nationally and is committed to ending homelessness and rough sleeping,

Natalie joined SIFA Fireside from Homeless Link, where she worked as the Head of National Partnerships, working to improve local responses to homelessness and strengthen partnership working.

Prior to Homeless Link, Natalie led Birmingham Changing Futures Together, a strategic partnership led by BVSC, focused on achieving local systems change in the design, delivery and commissioning of services for people experiencing multiple disadvantage. As part of this work, Natalie led her team to develop a set of quality standards for Exempt Accommodation in partnership with Birmingham City Council and co-authored the West Midlands Combined Authority (WMCA) Commitment to Collaborate Toolkit to design out Homelessness.

**Rosa Spawton-Rice, Head of Finance**

#### Rosa has over two decades’ of experience in finance and governance across the VCFSE, public, and private sectors. She leads on financial management, compliance, and sustainability, bringing strong expertise in charity finance, risk management, and regulatory compliance. Before joining SIFA Fireside, Rosa spent over a decade at BVSC, supporting Birmingham’s voluntary sector and developing deep knowledge of the city’s diverse VCFSE landscape. She now serves as a Trustee on BVSC’s Board, continuing her commitment to strengthening the sector and ensuring that financial decisions support long-term sustainability and social impact within the city.

**Gareth Webber, Head of Services**

Gareth joined Sifa Fireside in January 2025, bringing over 15 years’ experience in the housing and homelessness sectors, having worked with local and national services across a variety of contexts. Prior to joining Sifa Fireside, he was vocal in highlighting the need to address temporary accommodation services and address the shortage of genuinely sustainable housing options for individuals and families. His other areas of focus have included the incorporation of psychologically informed practice, collaboration, and community engagement. He’s also spent time working in the sustainability, and faith and community sectors.

Gareth oversees the delivery of Sifa services, engaging with funders and delivery partners to ensure all of Sifa Fireside’s services are delivered to the best possible standard.

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Job Description

**Job title: Head of Fundraising and Communications**

**Reporting to: Chief Executive**

**Contract: Permanent**

# Location: 48-52 Allcock Street, Birmingham B9 4DY

**Hours: 37.5 per week**

# Salary: £44,621-52,200 per annum

**Date last updated: August 2025**

**Who are we?**

We are SIFA Fireside, the support service for any adult in Birmingham that faces homelessness. For 40 years we have supported Birmingham’s most vulnerable people through Homelessness Intervention, Prevention and Recovery services.

**Overall purpose of job:**

The Head of Fundraising and Communications forms part of SIFA Fireside’s Senior Leadership Team, playing a key role in all aspects of the organisations fundraising strategy and activities. An integral part of this role is to ensure that SIFA Fireside’s values of courageous, dynamic, inclusive and supportive are visible in all that we do.

The post holder will oversee all income generation activities, develop donor relationships and ensure that SIFA Fireside retains a high profile in Birmingham and across the West Midlands.

**KEY TASKS**

**Strategic and Operational**

1. Provide strategic and operational leadership across all areas of fundraising and communications to ensure all adults in Birmingham can live a future without homelessness.
2. Contribute to the development and delivery of the organisational, fundraising and communications strategies, reporting back to the board of Trustees on key achievements.
3. Overall responsibility for the effective day-to-day delivery of the fundraising, volunteering and communications functions.
4. Lead by example in building the confidence, motivation and commitment of staff and volunteers.
5. Take the lead on ensuring GDPR compliance across fundraising, communications, and volunteering activities, including the responsible management of personal data, consent processes, and data retention policies.

**Fundraising**

1. Develop and maintain relationships with key stakeholders, funders and donors to ensure ongoing support for the charity.
2. Review, monitor and evaluate fundraising performance with a particular focus on actual income generation against fundraising targets.
3. Oversee the management of all fundraising systems, including the CRM, donor records, financial information, and activity planning tools, to ensure they are maintained accurately, securely, and in line with best practice.
4. Lead the effective use of data and insights to inform fundraising strategies, monitor performance, identify opportunities for growth, and strengthen donor engagement and retention.
5. Extend and diversify fundraising income in line with the fundraising strategy and with particular focus on trusts and grants, individual giving, and corporate partnerships to ensure long-term sustainability.
6. Lead on fundraising regulatory compliance and ethical standards.

**Communications**

1. Develop and implement an integrated communications strategy that supports the organisation’s mission, fundraising goals, and social action work, ensuring consistent messaging and alignment across all internal and external communications.
2. Work with partners to plan and execute campaigns that grow our reach, and impact.
3. Build and manage relationships with key stakeholders including media, partners, policymakers, and the local community to increase visibility and influence.
4. Act as a lead point of contact for communications during crisis situations, ensuring clear, timely, and appropriate responses that protect the organisation’s reputation.

**Volunteering**

1. Lead on the development of a volunteer network that supports organisational goals and incorporates a regular corporate volunteering programme.
2. Design and oversee the implementation of a comprehensive volunteer journey including induction, training and ongoing development to ensure volunteers are confident, capable, and connected to SIFA Fireside’s vision and mission.
3. Champion a culture of inclusion and feedback by embedding the mechanisms that enable volunteer perspectives to shape and inform the design, delivery and continuous improvement of the volunteering programme.

**Managerial**

1. Line manage members of the fundraising team in accordance with SIFA Fireside’s policies and procedures.
2. Be visible, accessible and demonstrate leadership to all staff and volunteers offering advice, guidance and support as necessary to help them fulfil their roles.
3. Deputise for other senior staff when required and carry out other tasks as delegated by the Chief Executive.
4. Contribute to the ethos of continuous improvement at SIFA Fireside.
5. Lead on the development of policies and procedures relevant to service delivery.

**Working conditions**

* The working week consists of 37.5 hours with the option of flexible working.
* Further employment information is contained within the Staff Handbook.
* The Head of Fundraising and Communications will be based at 48-52 Allcock Street, Digbeth, Birmingham B9 4DY.
* There may at times be a requirement to travel to other sites locally and nationally to fulfil the requirements of the role. Travel expenses will be paid for any journeys undertaken.
* All staff members receive time of in lieu for any Bank Holidays worked.

SIFA Fireside is committed to ensuring its staff team is reflective of the community we support. We strive to address diversification through initiatives such as our Employee Voice working group and we have committed to providing Unconscious Bias and Equality, Diversity and Inclusivity training to all staff.

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**Person Specification**

**Head of Fundraising and Communications**

SIFA Fireside is committed to inclusive employment practices and we are particularly interested in applications from individuals who have lived experience of the issues our clients face. We encourage applicants to think creatively about how they can meet the requirements of the person specification. We are looking for talented individuals who align with our values and support our vision and mission – there are no barriers to how you demonstrate this.

|  |  |  |  |
| --- | --- | --- | --- |
| **Criteria** | **Assessment** | | |
| Application | Interview | Task |
| **KNOWLEDGE, SKILLS, EXPERIENCE** |  |  |  |
| 1. Proven track record of achieving income targets across multiple fundraising streams. | 🗸 | 🗸 |  |
| 1. Demonstrable experience of using and managing fundraising CRM systems and tools to drive donor engagement and retention. | 🗸 | 🗸 |  |
| 1. Thorough understanding of fundraising legislation, regulation, and best practice, including Gift Aid, GDPR and regulatory compliance frameworks. | 🗸 | 🗸 |  |
| 1. Experience of engaging with senior stakeholders such as with trustees, senior leadership teams, and major funders/donors. | 🗸 | 🗸 | 🗸 |
| 1. Experience of strategic planning with the ability to make informed decisions based on internal insights, external trends and long-term organisational objectives. | 🗸 | 🗸 | 🗸 |
| 1. Proven ability in building and maintaining partnerships across sectors including corporatate, statutory and voluntary partners. | 🗸 | 🗸 | 🗸 |
| 1. Experience working in the homelessness, housing, or wider social justice sector, with a strong understanding of the related challenges and opportunities. | 🗸 | 🗸 | 🗸 |
| 1. Evidence of strategic planning and leadership in a fundraising context, including budget management and income forecasting. | 🗸 | 🗸 | 🗸 |
| 1. Proven ability in building and maintaining partnerships across sectors including corporatate, statutory and voluntary partners. | 🗸 | 🗸 | 🗸 |
| 1. Experience in managing financial resources including budget setting, monitoring expenditure, and reporting on financial performance. | 🗸 | 🗸 |  |
| 1. Substantial experience of in line management including staff development, performance management and team leadership. | 🗸 | 🗸 |  |
| 1. Understanding of current adult safeguarding practice and its implementation in a complex setting | 🗸 | 🗸 |  |
| 1. Strong IT skills including use of Microsoft Office and CRM/database systems to manage and report on fundraising data. | 🗸 | 🗸 | 🗸 |
| 1. Excellent communication and presentation skills with the ability to engage, influence and inspire a range of audiences. | 🗸 | 🗸 | 🗸 |
| 1. An understanding of diverse messaging including digital communication | 🗸 | 🗸 |  |
| **BEHAVIOURS AND PERSONAL ATTRIBUTES** |  |  |  |
| 1. Committed to making a difference to the lives of people experiencing or at risk of homelessness as outlined in the strategic plan. | 🗸 | 🗸 | 🗸 |
| 1. Proven ability to manage challenging and competing demands, respond to change and act under pressure. | 🗸 | 🗸 |  |
| 1. Excellent inter-personal skills and the ability to inspire and empower staff to achieve challenging outcomes. | 🗸 | 🗸 | 🗸 |
| 1. Committed to being visible, accessible and accountable to clients, staff, volunteers, board and other SIFA Fireside stakeholders. | 🗸 | 🗸 |  |
| 1. Conflict resolution and de-escalation, dealing sensitively with challenging situations. | 🗸 | 🗸 | 🗸 |
| 1. Demonstrates resilience when dealing with the emotional challenges of working with an extremely vulnerable client group within a complex setting. | 🗸 | 🗸 |  |
| 1. Able to be resourceful and find creative solutions to problems. | 🗸 | 🗸 | 🗸 |
| 1. Autonomous and able to make decisions quickly and independently. | 🗸 | 🗸 |  |
| 1. Strong influencing skills with the ability to challenge the status quo across a range of audiences to achieve positive outcomes. | 🗸 | 🗸 | 🗸 |
| 1. Creativity and enthusiasm with a positive, solution-focused attitude. | 🗸 | 🗸 | 🗸 |
| 1. Commitment to equality, diversity and inclusion and ability to incorporate this into practice. | 🗸 | 🗸 | 🗸 |
| 1. Adherence to SIFA Fireside’s vision and values . | 🗸 | 🗸 | 🗸 |
| 1. Ability to work flexibly . | 🗸 | 🗸 |  |
| **QUALIFICATIONS (Desirable)** |  |  |  |
| 1. A degree or equivalent professional experience in a relevant field (e.g. fundraising, marketing, communications, business). | 🗸 |  |  |
| 1. Professional fundraising qualification and/or membership of a relevant professional body (e.g. Institute of Fundraising or equivalent). | 🗸 |  |  |
| **SPECIAL REQUIREMENTS** |  |  |  |
| Enhanced DBS | 🗸 | 🗸 |  |

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**Strategic Plan 2024-26**

Introduction

SIFA Fireside is Birmingham’s main support centre for adults experiencing or at risk of homelessness. SIFA Fireside has been central to homeless provision in the city for nearly 40 years and is well-versed in delivering services that meet the immediate needs of the individuals we support.

In a challenging post-pandemic environment, and with an increase in the cost of living and rising homelessness, we must be realistic about the challenges we face and cannot lose focus on the importance of our immediate response to those who present as homeless at SIFA Fireside’s Support Centre every day. We must strive to deliver more effective services, remove barriers to accessing support, establish routes into good quality accommodation and enable people to recover from homelessness and build their resilience, to prevent it from reoccurring in the future.

However, in order for there to be a future without homelessness, we must look further than the delivery of our services. We must take on new roles in preventing homelessness at every opportunity and be a voice for change where we see this approach not being taken elsewhere. This will require us to share our learning and enable our clients to have their voices heard in shaping the support they need.

Our strategic priorities are a shift towards prevention and influencing change, whilst retaining a focus on delivery. This will require us to work with new partners and be more courageous in order to be a voice for change.

We are on a journey; work with us to create a future without homelessness.

Vision

Every adult in Birmingham can live a future without homelessness.

Mission

To challenge and address the systemic causes, and effects of homelessness in collaboration with our partners.

Values

At SIFA Fireside, our values define us and are embedded in everything that we do.

**INCLUSIVE** We respect diversity and equality and recognise people’s individual needs

**COURAGEOUS** We believe in doing the right thing to make a difference for our clients

**DYNAMIC** We are a unique organisation and adapt our services to meet people’s needs

**SUPPORTIVE** We provide holistic support to encourage people to learn and grow from their experience

Strategic Priorities 2024-26

1. **The occurrence of homelessness is reduced by addressing the systemic causes**

To reduce the occurrence of homelessness, we have to address the systems that create it. This complex network of systems includes healthcare, criminal justice, welfare, housing and immigration.

Many people who present at SIFA Fireside are homeless as a result of being let down by the services and systems set up to support them. This can include homelessness as a result of discharge from hospital or prison, people not in receipt of the benefits they are entitled to, lack of good quality and affordable housing, and a complex immigration system that traps people and makes it difficult for them to move out of homelessness.

In order for us to reduce homelessness, people must be able to access and benefit from the services and systems set up to support them. This includes effective immigration pathways, a welfare system that provides sufficient resources to support the cost of living, and a route into employment for those seeking it to enable them to move on from homelessness.

In order to make this a reality we will:

* Influence local and national policy and commissioning, share our learning through campaigning and amplify the voice of lived experience with a particular focus on housing, welfare, benefits and immigration.
* Build relationships and pathways with key partners to ensure people have access to legal advice and any financial help they are eligible for.
* Increase staff knowledge on existing pathways and statutory duties including healthcare, criminal justice, welfare, housing and immigration, ensuring that people benefit from the services and support that they are entitled to.
* Create Peer Mentor routes into employment.
* Provide digital/IT and pre-employment skills.
* Develop pathways into work for non-UK Citizens.

1. **People experiencing homelessness can benefit from routes that relieve their current situation and prevent reoccurrence**

In the event that homelessness does occur, we must respond quickly and effectively to relieve the circumstances, whilst simultaneously taking action to stop it from happening again in the future. Our mechanism to achieve this is through the services we and our partners provide from our support centre. We will provide advice and support on routes out of homelessness, ensuring that people understand the options available to them, giving them both information and choice. We will work with partners from other parts of the system such as health, substance misuse and adult social care to provide wrap-around support that meets the often-complex needs of the people we work with, and prevent them falling through the net.

If we want to both relieve and prevent homelessness, people must be accommodated in safe, good quality housing that they can afford. Birmingham is the epicentre of Exempt Supported Accommodation, with vulnerable individuals often housed in poor quality accommodation and receiving none of the support they are entitled to. The number of people living in Exemptaccommodation has more than doubled in the last 3 years and abandonments makes up the largest proportion of rough sleepers. We will look to build on our work supporting people living in exempt accommodation, ensuring they receive support during their transition into accommodation. We will do this whilst also driving up standards of exempt accommodation working in partnership with Birmingham City Council and BVSC to encourage providers to sign up the quality standards.

In order to make this a reality we will:

* Deliver housing advice, including for those not owed a statutory duty.
* Provide support and navigation including safe handover to other services.
* Escalate individual cases that fall through the gaps and identify trends to influence commissioning.
* Report exempt accommodation providers who do not meet the standards.
* Improve standards of exempt accommodation by working with providers to achieve the quality standard.

1. **People at risk receive the support they need as early as possible to prevent homelessness from occurring in the first place**

Homelessness can affect anyone, but it is important to recognise that some people are more at risk than others. Homelessness is rarely the outcome of a single event or a circumstance. It comes about as a result of the interplay between structural issues and personal circumstances.

We need to ensure that people are able to access support that meets their needs, enables them to find and sustain accommodation and build their resilience. This support must be available when people need it, at a time and place that is suitable to them, where staff have the knowledge and skills to provide effective support.

A combination of funding, policy choices and local circumstances determine the ability of the system to provide the necessary support to prevent homelessness and decrease pressure on crisis services.

There are some key areas of prevention that we are well placed to focus on based on the experiences of our clients. Homelessness as an outcome from interactions with statutory services must be reduced: this can include discharge from hospital or prison for example, or as a result of eviction or abandonment from exempt accommodation. In order for this to be achieved, people need to be accessing support that meets their needs, as early as possible.

In order to make this a reality we will:

* Train staff to deliver services that are person-centred and trauma-informed.
* Upskill staff from other parts of the system including hospital discharge and exempt accommodation support workers.
* Take our services to where people need them and increase our offer outside the Support Centre.
* Provide support and navigation including safe handover to other services.
* Provide support for people to engage in activities and build resilience in their local communities.

Our commitment

In order for there to be a future without homelessness, organisations like SIFA Fireside must commit to making it happen. This strategy cements our ambition to grow in the key areas required for us to affect change and to ensure that our infrastructure is sufficient in supporting our delivery. This will allow us to improve our delivery of essential services as well as influence future policy, commissioning and service delivery by being a voice for change in collaboration with our partners and clients.

**How to apply**

To apply please download and complete the application form. Deadline: **5pm Thursday 28th August.**

Completed applications forms should be emailed to [recruitment@sifafireside.co.uk](mailto:recruitment@sifafireside.co.uk) along with the equality and diversity monitoring from.

Interviews are scheduled to take place for shortlisted candidates on **Thursday 4th September 2025.**