

## JOB DESCRIPTION

<b>Job Title:</b>	Supported Housing Coach
<b>Reporting to:</b>	Supported Housing Manager
<b>No. of direct reports:</b>	0
<b>Department:</b>	Housing
<b>Hours:</b>	37.5 per week (full-time) including weekend, bank holiday and evening working on a rota basis.
<b>Grade:</b>	4

### JOB PURPOSE

The role of the Supported Living Worker is to support the emotional, mental, and physical wellbeing of Derrigate residents. To ensure that residents experience exceptional service, and that Derrigate is a positive place for our young people to belong, contribute and thrive.

To ensure that support to residents is effective and engaging using a person-centred asset-based, trauma informed approach.

To effectively understand and support residents with a variety of complex needs.

To ensure that residents understand and respect occupancy agreement conditions and that any breaches of this agreement are managed effectively.

### DUTIES & RESOPSIBILITIES

#### 1. Support Work

- Provide a responsive, friendly, and caring service. Providing a safe environment for young people to live.
- Ensure residents have a full needs and support assessment inc. risk.
- Ensure a tailored action plan is created for each resident, reviewed regularly via regular planned support sessions.
- Adapt support levels, as independence gained and residents moves through the housing pathway.
- Deliver a person-centred, asset-based, trauma informed care approach.
- Deliver against key performance indicators (KPIs), in line with the organisation's objectives. And those of any funders/ commissioners.
- Apply crisis management interventions and techniques appropriately, in addition to planned support sessions.
- Record accurately, using the housing management system.
- Collaborate with the activities team to contribute to the resident support programme ensuring resident need is known, so that the activities programme can be developed accordingly.
- Collaborate with the employment team to identify those ready and able to move into employment.

#### 2. Tenancy Management

- Ensure that residents comply by the terms of their occupancy agreements and adhere to their Rights and Responsibilities within the support.
- Ensure that as part of the resident inductions, expectations are clearly set out that outline their Rights and Responsibilities as well as what they can expect from YMCA Northamptonshire.
- Apply an appropriate anti-social behaviour management system that aligns with a Psychologically Informed Environment approach and acknowledges incentives as well as warnings (including eviction where necessary).
- Ensure that all known breaches of the occupancy agreement are recorded and responded to appropriately, and a person-centred approach is taken.
- Ensure that suspected abandonment of the property is responded to quickly and appropriately.
- Ensure that regular occupancy agreement reviews are completed, to include property checks and that appropriate follow-on actions are completed.
- Ensure that any damage to property or furniture is followed up, appropriate action taken relevant to the circumstance – including liaising with the Rents Officer for invoicing of the resident for repair and payment collection.
- Work alongside the Rents Officer to support residents in adhering to payment plans.

- Liaise with Facilities Manager to ensure that building maintenance and cleaning is kept to a high standard.

### 3. Service Development

- Take an active role in developing the YMCA Northamptonshire support services.
- Collaborate with other teams in YMCA MK to ensure a comprehensive service provision is offered to residents.
- Ensure that the environment is pleasant and well maintained.
- Understand and adhere to all YMCA Northamptonshire policies and procedures.
- Report any concerns regarding Health and Safety promptly to the Supported Housing Manager.
- Report any incidents, accidents and safeguarding following YMCA Northamptonshire reporting mechanism.
- Undertake any other reasonable duties as requested by management.

### SCOPE & LIMITS OF AUTHORITY

It is essential that the post holder maintains confidentiality at all times

## PERSON SPECIFICATION

KNOWLEDGE	ESSENTIAL ✓	DESIRABLE ✓
Experience working with vulnerable adults or young people.	✓	
Experience of working within a supported housing or homelessness environment or a related field.	✓	
Experience of providing support, advice or guidance.	✓	
Experience of working with complex needs and/ or anti-social behaviour	✓	
5 GCSE or Equivalent and/ Or a Housing, youth work or psychology qualification.		✓
Safeguarding	✓	
Equalities and Diversity		✓
Coaching		✓
Housing Management or Homelessness related training		✓
Experience of housing management		✓
Knowledge of homelessness issues		✓
Understanding of tenancies and other occupancy rights		✓
Knowledge of the benefits system.		✓
Experience of working in trauma informed care		✓
Understanding of asset based, person centred support		✓

SKILLS	ESSENTIAL ✓	DESIRABLE ✓
Good communication skills - written and verbal.	✓	
Good planning and organisational skills.	✓	
Ability to motivate young people.	✓	
Ability to manage challenging behaviour.	✓	
Ability to run group-work sessions.	✓	
Ability to manage a demanding workload.	✓	
I.T skills	✓	

Full current driving license.		✓
Experience of motivational interviewing and solution focused working.		✓
Experience assisting with resident budget plans.		✓

<b>ATTITUDE</b>	<b>ESSENTIAL ✓</b>	<b>DESIRABLE ✓</b>
Understanding of the needs & priorities of young people .	✓	
Honest and Trustworthy.	✓	
Friendly and welcoming.	✓	
Able to relate to young people.	✓	
Enthusiasm for developing others.	✓	
Shows determination, commitment and resilience.		
Show a desire to make a difference to the lives of others.		

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