

## JOB DESCRIPTION

<b>Job Title:</b>	Supported Housing Coach (part time Fixed Term Contract)
<b>Reporting to:</b>	Supported Housing Manager
<b>No. of direct reports:</b>	0
<b>Department:</b>	Housing
<b>Contract:</b>	Fixed Term Contract Maternity Cover – up to 1 year
<b>Hours:</b>	The role is a part time role covering the weekend, Saturday and Sunday. (Two shifts of 12 hours).
<b>Grade:</b>	4

### JOB PURPOSE

The role of the Supported Housing Coach is to hold a small caseload. To support the emotional, mental, and physical wellbeing of YMCA MK residents. To ensure that residents experience exceptional service, and that YMCA MK 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.

As this role is out of hours, part of the role is also to ensure all residents can access support 24-hours a day, this role is a crucial out of hours role. Residents often feel at their lowest when traditional services are closed. The postholder of this role will therefore need to act as an initial place of support, provide empathy and ensure safety. They will be able to effectively manage challenging behaviour and provide support for residents who face crisis both physical and mental. The post holder will be able to manage over exuberant behaviour.

To provide efficient and effective front of house service, to our residents and visitors.

To provide a pleasant and fun environment for residents, staff and guests alike.

### DUTIES & RESPONSIBILITIES

#### 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 MK.
- 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 MK 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 MK policies and procedures.
- Report any concerns regarding Health and Safety promptly to the Facilities Manager and / or Supported Living Manager.
- Report any incidents, accidents and safeguarding following YMCA MK 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	✓	
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.		✓

<b>SKILLS</b>	<b>ESSENTIAL ✓</b>	<b>DESIRABLE ✓</b>
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>
Able to work in sympathy with the YMCA Aims & Purposes.	✓	
Honest and Trustworthy.	✓	
Friendly and welcoming.	✓	
Able to relate to young people.	✓	
Enthusiasm for developing others.	✓	

January 2025

