

# Job Description



<b>Job title:</b>	Housing First Coach
<b>Department:</b>	Client Services
<b>Reporting to:</b>	Housing First Team Leader
<b>Salary:</b>	£41,167 per annum
<b>Hours:</b>	35 per week – worked flexibly over core hours of 10am-4pm, Monday to Friday
<b>Location:</b>	London-wide
<b>Contract type:</b>	Permanent

## Aim and influence

- To provide flexible, person-centred support, advice and assistance to people who are/have been living on the streets, so that they can access and maintain a safe and secure home of their own, in line with Housing First principles
- Contribute to the overall development of the service and wider systems change through team meetings, evaluations, and service improvement plans

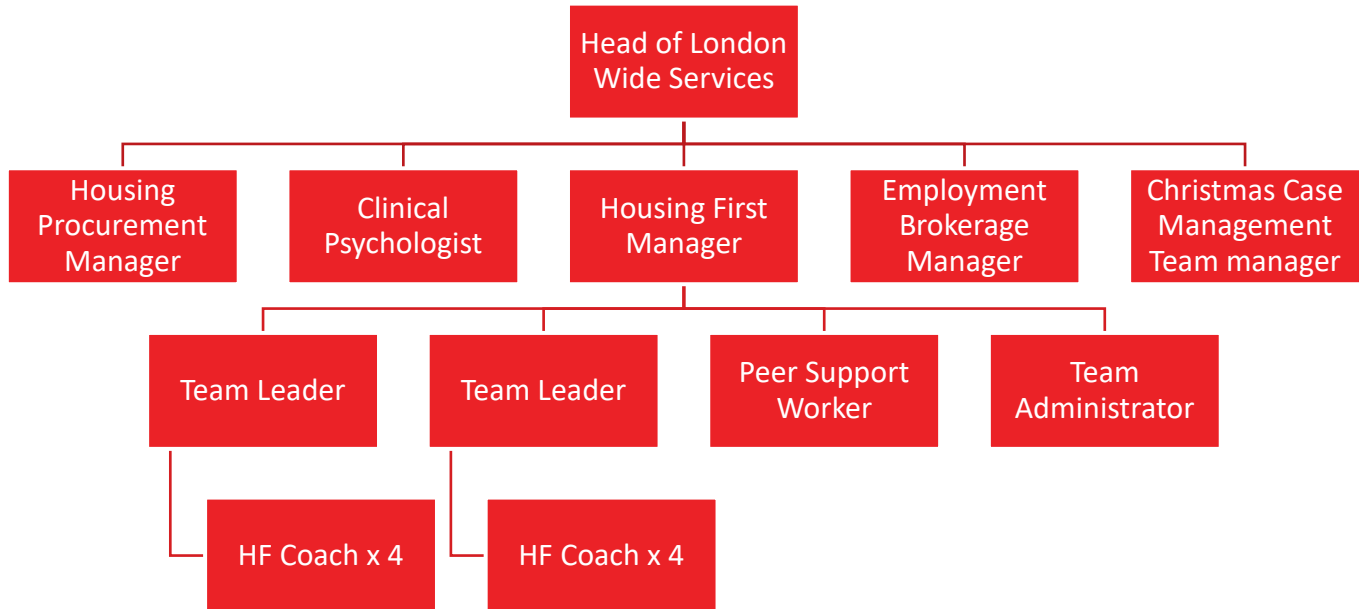
## Financial and supervisory

- Supervise and support volunteers and peer mentors
- Manage any delegated “personal budgets” to support clients to access and sustain their accommodation

## Other key details

- The role will be required to work flexible hours to respond to the fluctuating nature of the demands on the service and team members. This will include working over public holidays and some evenings and weekends
- The role involves working with vulnerable adults and young people and so a satisfactory enhanced disclosure from the Disclosure and Barring Service is required

## Organisational chart



*Please note structure is subject to change*

## Job responsibilities

- Deliver high quality person-centered support, using psychologically informed approaches, in line with Housing First principles including:
  - Establish open and trusting relationships with people who are/have been living on the streets or in temporary/insecure accommodation
  - Enable people to exercise choice and control over their lives (including the services and support they accept)
  - Support people to identify and achieve their goals and outcomes through intensive case management
  - Enable people to access community resources, and offer personal/ emotional support
  - Provide a safe, welcoming environment for people accessing services
  - Develop an enabling partnership approach that supports all people using the service to attain their rights and entitlement
  - Actively participate in achieving defined outcomes for service users
  - Actively identify the strengths and aspirations of service users and enable the access to relevant opportunities and/or services

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- Be responsible for the identification of risks and demonstrate you are managing the risks for yourself, colleagues and service user being supported
- Promote service user led service delivery, and encourage service users to contribute to the continuous improvement of the service
- To collate a defined range of information relating to the service user's progress to support evaluation of the approach
- Build relationships with landlords and other agencies with a view to improving the quality of wrap around support services and improve the long-term sustainability of outcomes
- Record and monitor progress of each service user; regularly review the support contract
- Implement existing policies and procedures and to input into the development of new policies and procedures
- Contribute to regular reports on the service as required
- Provide temporary cover for colleagues as required
- Participate in a rota system of shift duties, to ensure that service delivery is maintained in a consistent way, in the evenings, at weekends and on bank holidays

### General responsibilities

- Actively encourage and support member involvement within Crisis
- Develop an understanding of homelessness and Crisis' aims
- Follow Crisis policies and procedures, including safeguarding and health and safety
- Carry out other reasonable duties that may be required

### Person Specification

#### Essential

- 1 Ability to show constructive, innovative thinking, encouraging ideas and input from across your team and creatively working around new constraints and challenges
- 2 Experience of working with people who have faced severe and multiple exclusion and who may have complex needs and an understanding of the needs of people who have been homeless for long periods of time
- 3 Knowledge of Housing First and Housing Led approaches and their role in systems change across homelessness services
- 4 Knowledge of the relevant systems and legislation affecting people experiencing homelessness, including homelessness / housing law and welfare benefits.
- 5 Ability to work within a psychologically informed approach, including strengths-based approaches

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- 6 Ability to use supervision and reflective practice effectively, with the self-awareness to recognise and manage your emotions and retain your resilience and empathy, even in the face of set backs
- 7 Strong team player who is driven to work within a team, whilst also able to work on own initiative
- 8 Demonstrable experience of networking and securing access to appropriate specialist support services for clients, with the ability to advocate wherever necessary
- 9 Knowledge and understanding of safeguarding, with the experience and ability to dynamically assess and manage risks, without being overly risk averse
- 10 Ability to demonstrate that you have expectations of a consistently high quality, an understanding of what an excellent service should look like
- 11 Willingness to travel within London as required
- 12 Willingness to work flexibly
- 13 Commitment to Crisis' purpose and values including equality and social inclusion

### **Desirable**

- 14 Experience of working within dependency/ treatment or mental health services
- 15 Polish speaking