Job Description

Job title:	Lead Worker (Coaching)
Department:	Client Services
Reporting to:	As per local structure chart
Salary:	Regional - £39,959
Hours:	35 hours per week working – Monday to Friday
Location:	Based in Birmingham
Contract type:	FTE 12 months

Core Purpose of the role

- As a lead worker in the Coaching Team, you will work with people who have varying levels of engagement with the service: some will work with you in a more planned and structured way, and some are in more complex situations and will require support from other agencies. As a Lead Worker you will support members to develop and follow a personalised plan to end their homelessness sustainably.

- Lead Worker (Coaching) aims to work alongside people experiencing homelessness to enable each individual to end their homelessness.

- The key to success will be your ability to integrate with the Crisis Client Services team on a day-to-day basis; to make collaborative, consistent and Psychologically Informed relationships with members and colleagues.

Aim and influence

- To be the lead worker for Crisis members on your caseload by being a consistent and clear point of contact for that member and leading on the support to meet the members' needs to end their homelessness for good.

- Deliver high quality support and coaching that enables members to access and engage with the help they need, supporting them to develop their plans and achieve their goals and to ultimately leave homelessness behind.

- Lead Work a caseload and provide effective case management in line with the Crisis agreed Crisis Case Management Framework.

- Actively engage and support members to access the Model of Change, making internal referrals to relevant colleagues and services

- Hold or develop one or more areas of expertise (such as housing led practice, relevant homelessness legislation, welfare benefits, landlord and tenancy law, employment support health and wellbeing mental health, drug and alcohol treatment pathways, MAPPA, MARAC or other criminal justice services) (to enhance the effectiveness of your multi-disciplinary team's ability to support members and engage effectively with partners.

- Provide up-to-date and reliable IAG to people with lived experience of homelessness

- Advocate for members and lead on access to external organisations to ensure appropriate, timely support to help end their homelessness.

- Ensure the delivery of psychologically informed services that:
  - promote member engagement and maximise inclusion and safety;
  - support wellbeing and the development of resilience and interpersonal skills;
  - are person centred and help people recognise and build on their strengths;
  - motivate people and encourage them to identify and work through the changes they need and want to make and supporting them to recognise their progress;
  - provide routes into appropriate learning and skills opportunities and ensure that members have access to the community-based specialist services and support they need
  - recognise the prevalence of, and impact of adversity and trauma on a person, understanding that individuals have all too often been disempowered, disconnected and excluded, and are careful not to repeat this.
  - recognise the value of compassion and connection in creating safety

- Provide support to members with practical aspects of their route out of homelessness, including access to housing, access to benefits and other relevant issues.

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- Support the delivery of Member Involvement and volunteering to enhance member's experience

Financial and supervisory responsibility

- Guidance and support to colleagues and volunteers to contribute to the development of skills and experience in the team.
- Support and supervision of volunteers where required
- Delegated responsibility for the processing of a variety of financial transactions.

Other key details

- 35 hours per week, some evening and weekend, (including bank holidays) work may be required.
- Travel may be required across the UK for meetings
- The role involves working with vulnerable adults and young people and so a satisfactory enhanced disclosure from the Disclosure and Barring Service is required.
- You will be required to work flexibly and move teams to carry out your role in order to meet the needs of members. This will be reviewed regularly.

Organisational chart

Please refer to local structure chart.

Key accountabilities

- Be responsible for supporting a number of Crisis Skylight members to end their homelessness for good, where those members will be at different levels of engagement with the service and will require an individual and tailored set of support.

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- Advocacy for members to ensure they are engaged with, or continue to receive services from, other specialist services – including community based and mainstream services they need to help them achieve their goals.

- Liaise with partner organisations as necessary including meetings with other professionals concerning members and ensure that safeguarding concerns are appropriately reported.

- Be responsible for the health and safety and safeguarding of members, staff and volunteers, in line with Crisis Policies, as part of the Skylight team.

- Ensure that the service contribute to ensuring that member involvement is fully integrated into the work of the Skylight.

- Ensure volunteering is a positive experience at the Skylight

Contribution to the team and organisation

- Support team members including volunteers in their work, by sharing your knowledge and skills and working collaboratively and constructively together, in the interests of members.

- Participate positively in team meetings and group work sharing ideas and respecting your colleagues' contributions to build and sustain an inclusive team.

- Be part of a transparent team environment taking a reflective approach to learning which supports a continuous improvement approach to service delivery and development.

- Hold or develop one or more areas of expertise (such as housing led practice, relevant homelessness legislation, welfare benefits, landlord and tenancy law, employment support health and wellbeing mental health, drug and alcohol treatment pathways, MAPPA, MARAC or other criminal justice services) to enhance your multi-disciplinary teams' ability to support members and engage effectively with partners.

Monitoring and quality

- Adhere to monitoring, case recording, outcome reviews and quality and audit systems. Ensure that accurate data is captured on the Case Management System and that there is good and appropriately responsive communication.

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- Awareness of quality standards, including the Matrix Standard and the compliance and good governance of service provision.

- Delivering a quality service to members which meets member needs and contributing to wider service Key Performance Indicators (KPIs)

Relationships and influence

- Develop and sustain positive operational partnerships that help ensure members are able to access appropriate services in their communities.

- Build and maintain excellent relationships with colleagues within the Skylight and other Crisis teams to ensure the delivery of a high-quality service as part of an integrated service offer that ends homelessness.

- Work effectively with emotional and relational issues, utilising support from Psychology, Management and Learning & Development to do so (e.g. supervision, training, reflective practice).

- Work reflectively, developing an awareness of your own and others' relational styles and responses, and any judgements, biases or assumptions that may impact upon your work.

General responsibilities

- Pro-actively seek out opportunities to promote and support member involvement within Crisis

- Develop and maintain an understanding of Crisis' work and the needs and circumstances of people facing homelessness

- Comply with Crisis policies and procedures, including Health and Safety policies, for which all employees owe a duty of care both to themselves and others, in accordance with the Health and Safety at Work Act.

- Comply with all Crisis policies and procedures insofar as they relate to the provision of services, including Safeguarding and Equality, Diversity & Inclusion

- Deliver services that are person-centred, sensitive and responsive to the diverse needs of Crisis Members
- Supervise, guide or direct Volunteers where necessary
- Work collaboratively across departments to support Crisis' mission to end homelessness
- Flexibility to cover other roles of comparable level to maintain and adapt service delivery where required
- Commitment to the utilisation of Crisis' chosen IT Systems
- Competent in the use of laptops, desktop PC's and headsets
- Competent in the use of Microsoft applications i.e.: MS Outlook, MS Teams, MS Word and MS PowerPoint along with the use of online applications, for example Zoom and web browsers - Google Chrome or Microsoft Edge
- Understand and promote the importance of evidencing our impact in preventing and ending homelessness and evidence the barriers faced by members to directly inform our Policy and Campaigns strategies. Through the use of the Crisis Member Achievement and Progression System (MAPS) and case management standards/matrix
- To contribute directly to the delivery of an effective and impactful Crisis at Christmas. Which will include an expectation to work at times over Christmas public holidays in return for time of in lieu (TOIL).
- Carry out any other duties reasonably associated with your role

Person Specification

Essential

1. Have worked within a relevant sector e.g., homelessness, mental health, drug and alcohol treatment, criminal justice, modern day slavery.
2. Knowledge and experience of coaching methodology ability which supports individuals within socially excluded and disadvantaged groups through a process

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of strengths based personal change. The applicant should hold or be willing to work towards a coaching qualification

3. Knowledge and experience of providing IAG, the applicant should hold or be willing to work towards an IAG qualification
4. Awareness of the barriers to engagement and participation experienced by people facing homelessness and other forms of social exclusion and an understanding of how these might be overcome.
5. An understanding of psychologically informed approaches when working with people who have experienced complex trauma and marginalised individuals
6. Able to effectively manage own workload, including a varied caseload, with excellent organisational skills and the ability to manage conflicting priorities, exercise judgment under pressure and balance competing demands
7. Ability to work on own initiative and seek support and advice where appropriate
8. A commitment to teamwork and able to operate as part of a multi-disciplinary team
9. Knowledge of health and safety issues and safeguarding procedures to ensure a safe environment is provided for members, staff, volunteers, supporters and visitors.
10. Excellent advocacy and partnership skills to improve access to services for clients.
11. Understanding of the importance of protecting an individual's personal and sensitive data when working with someone's information.
12. Excellent communication skills, spoken and written, including the ability to promote Crisis' services to a wide variety of audiences.
13. Knowledge of safeguarding and commitment to act in compliance with safeguarding policy and procedures
14. Commitment to Crisis' purpose and values
15. Commitment to equality, diversity and inclusion
16. Access to own vehicle and ability to travel across Skylight area as required for outreach (where applicable)

Desirable

17. Welsh speaking (Skylight South Wales only)

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