

Harrogate Homeless Project

Job description: Lifeskills coach

- **Employer:** Harrogate Homeless Project (HHP)
 - **Location:** Harrogate, North Yorkshire (On-site)
 - **Salary:** £28,804 per annum
 - **Hours:** 37.5 hours per week.
 - **Contract Type:** Fixed-term for 30 months
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About Us

Harrogate Homeless Project provides people experiencing homelessness with a safe place to stay and the support they need to build confidence, develop independence, and move forward with their lives. Our values are hope, empowerment and teamwork and we expect all our team to share these values.

Role purpose

The Life Skills Coach plays a vital role in our support team by working directly with service users to build the practical skills, confidence and resilience needed for independent living. You will design and deliver personalized coaching and group workshops that bridge the gap between homelessness and a stable, self-sufficient life.

Key responsibilities

One-on-One Coaching & Support

- **Assess Needs:** Conduct initial assessments to identify individual learning goals, strengths and barriers to independence.
- **Action planning:** Develop tailored life skills action plans in collaboration with service users and their case workers.
- **Practical mentoring:** Provide hands-on guidance in essential areas including budgeting, debt management, benefits navigation, cooking and healthy meal planning.
- **Tenancy readiness:** Educate clients on tenant rights and responsibilities, household maintenance, utilities setup and community integration.

- **Tenancy maintenance:** Form longer-term support relationships with clients leaving HHP accommodation to ensure that they maintain their tenancies.

Group workshops & activities

- **Curriculum design:** Create and deliver engaging group sessions focused on literacy, digital skills, communication and emotional regulation.
- **Well-being initiatives:** Work with the Activities Officer to organize activities that promote physical health, mental well-being, and social connection.
- **Environmental support:** Ensure clients can keep their surroundings clean and tidy, manage their health and care adequately for their appearance.
- **Financial well-being:** teach practical financial skills such as saving, opening a bank account, budgeting, getting the correct benefits and how to cope with financial shocks.

Collaboration & administration

- **Case management:** Maintain accurate, confidential and up-to-date records of client progress on internal databases.
- **Teamwork:** Work closely with other HHP support staff and external agencies to ensure holistic care.
- **Signposting:** Connect service users with specialist internal and external services, such as mental health support, addiction recovery or further education.

Person specification

Experience & Knowledge

- Experience working with vulnerable adults, individuals experiencing homelessness, or those with complex needs (e.g., substance misuse, mental health challenges).
- Strong understanding of the challenges and barriers faced by people transitioning away from homelessness.
- Knowledge of local support networks, benefits systems and housing pathways in Harrogate and North Yorkshire is highly desirable.

Skills and abilities

- Excellent interpersonal, active listening and motivational coaching skills.

- Ability to remain calm, resilient and non-judgmental in challenging situations.
- Strong organizational skills with the ability to manage a diverse caseload.
- Proficient IT skills for administrative tasks and digital coaching.

Values and attributes

- Empathy, patience and a genuine passion for empowering others.
- A strong commitment to safeguarding, equality, diversity and inclusion.
- Ability to work flexibly to meet the needs of the service users.