Progression Coach
Job Description

Responsible to:	Progression Manager
Responsible for:	N/A
Hours of Work:	20 hours per week, generally Monday to Friday, however, working with flexibility to meet the needs of our clients with occasional evening and weekend work
Work Location:	Roxeth Gate, Ealing Common, Greenford and other sites within Region 2 (Being home-based is not an option for this resident-focused role.)

Job Purpose

As one of YMCA St Paul's Group's Progression Coaches, you will deliver holistic support to people affected by homelessness, who are some of the most excluded vulnerable people in society.

The primary role of the Progression Coach is to ensure that all clients within their service progress through all Progression activities (including Education, Training, Employment and Volunteering (ETEV) and Engagement and Empowerment) and participate in Health and Wellbeing activities.

All of your work with our clients will be guided by the aim of developing their full potential in mind, body, and spirit – inspired by and faithful to our Christian values.

Organisation Context

YMCA St Paul's Group (SPG) is the largest YMCA in Europe and a leading provider of supported housing in London and beyond, providing a safe place to stay to about 1,200 young and vulnerable people each night.

- We provide housing and support to those in need of a place to call home and support them with services that empower them to build a positive future.
- We support children, young people, and families to be safe, healthy, connected and confident.
- We bring people together by encouraging them to be healthy, physically, and mentally.
- We help nurture an environment where people of all faiths and none can understand and express the love of God.
- We empower our residents, staff and users by providing them with excellent service and welcoming properties where they can thrive.

President: The Reverend Dr Richard Cheetham, Bishop of Kingston. YMCA St Pauls Group is a company limited by guarantee registered in England. Registered office: St James House, 9-15 St James Road, Surbiton KT6 4Q. Company registration no: 2971930. Charity no: 1041923. Social housing provider ID: LH4078. Ofsted no: RP524773. CQC provider: 1-101652524.

- We enable the Charity to respond to the future with an equipped and empowered workforce that is flexible and agile.
- The vision of YMCA St Paul's group is to empower young people by providing the resources and support so they can thrive. We wish to create inclusive, active and healthy communities where everyone can flourish.

Our approach is informed by our Christian faith and we work with fellow community collaborators to see this vision realised. Our core values underpin the way that we deliver our work, and our aim is to create an inclusive culture where our staff, residents and customers feel a sense of belonging and are able to be their authentic selves.

Duties and Responsibilities

- Responsible for planning and delivering Progression (ETEV and Engagement and Empowerment) activities, including regular Progression events.

- Work synchronously with Housing and Support Officers to assess and address all areas of development identified using a client-led Homelessness Outcome Star supporting planning approach, aiming to create stability and structure for our clients.
- Delivery of Progression events will include logistical planning, risk assessments and responsibility of communication of Progression events, as delegated.

- Respond promptly where barriers to learning are identified by carrying out proactive intervention strategies referring clients to relevant support where required and monitoring their progress and altering actions to ensure success.

- Responsible for working directly with all Housing, Care and Support clients and residents, all levels of YMCA SPG staff and other agencies/partners, voluntary organisations, and statutory government department representatives as appropriate and as delegated.

- Responsible for developing and supporting a partnership approach with partner organisations in the public, private and voluntary sector, which supports the delivery of efficient, effective Progression opportunities.

- To work with the wider Housing service in support of the delivery Progression priorities (ETEV and Engagement and Empowerment) including attending out of hours meetings and responding to difficult local situations as needed.

- Meeting and exceeding any local key performance indicators or contractual obligations relating to the delivery of Progression activities within Housing, Care and Support services.

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Finance and Budgetary Management

- To have delegated responsibility for spending against local Progression budgets, as delegated.
- Maintain accurate financial and performance records and produce reports as and when required by management.
- Provide information and feedback to the Progression Manager to prepare for annual budget setting or any financial reforecasting or planning.
- Identify alternative sources of funding for new pieces of work, working with the Communication and Fundraising team where appropriate.

General – All Staff

- Able to proficiently use IT systems, including working with databases, Microsoft office, email, internet
- Attend all relevant training and development programmes.
- Attend all relevant cross departmental, and Corporate Office meetings as and when required.
- Undertake any other duties as requested by line manager.

Scope and Limits of Authority

- The role is considered a frontline Housing and Support staff grade and should defer to the Progression Manager where there are issues relating to Safeguarding or are facing challenges with which they need support.
- Decisions and activities relating to the Progression of our clients should be led by the client themselves, in coordinated collaboration with relevant Housing and Support team staff and management

JOB TITLE

Person Specification / Key Competences

KNOWLEDGE & EXPERIENCE	
Essential	**Desirable**

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A demonstrable track record of successfully using coaching psychologically informed approaches with people who have experienced homelessness, social exclusion, or other similar experiences. Experience of delivering advice and guidance or coaching to complex needs individuals, ideally working to matrix standards Ability to review and appraise the development of members and use this information to develop learning/ progression plans Knowledge of issues affecting homeless people including mental illness, addiction, benefit system and housing Ability to identify, manage and minimise potential conflict situations	Recognised qualification in teaching, training, coaching, or mentoring
KEY COMPETENCIES & SKILLS	
Essential	**Desirable**
Key Competencies	
Customer and quality focus	
Collaboration	
The ability to work with a range of stakeholders to provide personalised support and find solutions for clients who have faced multiple exclusions	
Able to develop and maintain positive working relationships with others	

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Able to form non-judgemental and constructive relationships, especially with vulnerable people, whilst holding clear boundaries	
Able to confront difficult situations and reconcile different viewpoints	
Achieving Results	
Able to produce reports and present work analytically	
Communication and influencing	
Excellent communication and interpersonal skills	
Inclusivity & Diversity	
Able to work effectively within, and successfully implement, an Equal Opportunities Environment	
Able to work effectively in an Equal Opportunities & Diversity environment	
Able to respect the Christian ethos of the YMCA and uphold its values	
Planning and organising	
Good planning and organisational skills to manage a busy and varied workload	
Additional requirements	
Able to work unsocial hours, including evenings, weekends, and public holidays	
Able to travel to different YMCA sites	

Progression Coach
Terms and Conditions of Employment

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Salary
£15,714.40 per annum

Hours of Work
20 hours per week, generally Monday to Friday, however working with flexibility to meet the needs of our clients with occasional evening and weekend work

Annual leave
Commencing at 25 days per annum plus public holidays (for five days per week workers; otherwise pro-rata).

Conditions of Appointment
Subject to satisfactory references, medical clearance, Disclosure Barring Service check and verification of ability to work in the United Kingdom.

Probation Period
Subject to satisfactory review, the contract will be confirmed after six months unless stated otherwise.

Continuity of Service
For those already employed within the YMCA Federation, continuity of service will be recognised.

Notice Period
One week during the probationary period and then a minimum of one calendar month.

Pension
Subject to certain criteria set by Government, you will be auto-enrolled into our chosen workplace pension scheme. The default position on Auto-Enrolment will be for your contributions to be made on a Salary Exchange basis, but you will have the option to opt-out of this arrangement. In respect of these Salary Exchange arrangements, you agree that your gross pay will be reduced by an amount equal to your Salary Exchange contributions.

Other Benefits
Free use of the Health and Fitness facilities and a staff discount in restaurants.

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