

Coordinator – Bradford Homeless Outreach Partnership (BHOP)

HOURS: 35 hours per week, Monday to Friday

SALARY: £38,020 per annum (uplift to £39,936 per annum after 1 year service)

ANNUAL HOLIDAYS: 6 weeks plus Bank Holidays

LOCATION: Bradford

Job Description

REPORTS TO: Head of Bradford Accommodation Services

The BHOP Co-ordinator will lead and coordinate the Bradford Homeless Outreach Partnership. The postholder will oversee the target set out by Government in the National Plan to End Homelessness – to halve the number of long-term rough by the end of the current Parliament. Ensuring effective collaboration between partner agencies to improve outcomes for people experiencing rough sleeping, multiple disadvantage, and complex needs. The postholder will develop and maintain strong strategic and operational partnerships, facilitate multi-agency working, identify and resolve barriers to service delivery and provide leadership to the partnership team to ensure the achievement of agreed objectives and contractual outcomes.

RESPONSIBILITIES

- Oversee a service supporting people who are sleeping rough or at imminent risk by managing the day-to-day operations, ensuring it is effectively managed and operates to the required standards
- To work holistically to support people who are rough sleeping or placed into accommodation to access support to meet their needs such as drug/alcohol treatment, mental and physical health services
- Supporting and encouraging people to access and engage with other services; statutory and voluntary, to meet their needs
- Leading, managing and motivating the BHOP team, working with them to plan and prioritise their workloads, set objectives, review performance and provide support, training and development opportunities, which continually improve their performance and results



- Develop, maintain and strengthen effective relationships with a wide range of internal and external stakeholders
- Build new partnerships and identify opportunities for collaborative working to enhance service provision and improve outcomes for people experiencing homelessness
- Act as a key point of contact between partner organisations, promoting effective communication and joint problem-solving
- Supporting staff individually and at team level, including holding regular team meetings and carrying out individual staff supervision, appraisals and assessment of training needs
- Attend and contribute to meetings with Bradford Council and other strategic partners, ensuring partnership priorities and achievements are effectively communicated
- Contribute to the strategic direction and development of the Bradford Homeless Outreach Partnership
- Accurately maintain administrative and performance records as required by the organisation, analyse and interpret performance data in order to further develop the service.
- Ensure effective financial management of the scheme, operating within budget and in accordance with the requirements of the organisation's Financial Regulations.
- Prepare reports, presentations and updates for internal management, commissioners, and partner organisations
- Contribute towards the promotion and development of the scheme
- Undertake relevant training as required

Note: This is a job outline only and seeks to set out the principal purpose and functions of the role; it may therefore be subject to change. For management and specialist roles, colleagues will be responsible for the determination, assessment and management of risk.

Safer Recruitment

Horton Housing is committed to safe and fair recruitment, safeguarding, and protecting the people that we support. Positions here at Horton require a fully completed application form with any gaps explored back to the age of 18, as well as a right to work check, two references and a DBS check to identify and reject applicants who are unsuitable to work with children or vulnerable adults.

Person Specification

- Experience of housing and homelessness, mental health, substance use and criminal justice systems
- Experience of developing and managing partnerships across multiple agencies and sectors
- Experience of leading, managing and motivating teams



- Experience of chairing and facilitating multi-agency meetings
- Experience of performance monitoring, reporting and service improvement
- Experience of working with local authorities, including commissioner and stakeholder engagement
- Valid driving licence and access to a vehicle that is insured for business use

In addition to the above, it is expected that you will:

- Maintain professional boundaries
- Have a commitment to Equality, Diversity and Inclusion
- Are willing to undertake any further training required
- Are able to work flexibly to meet the needs of the service/department

What matters most to the people accessing our services?

We spoke to a group of the people we support and asked them what they thought were the most important skills and qualities for a Horton colleague in a support setting. The group agreed that soft skills were often more important than direct experience. The people we support are looking for someone **professional** and **positive**, who is **respectful, non-judgmental** and **empathetic**. The group values staff that are both **good communicators** and **good listeners**, with the ability to **uplift** and **encourage** the people they support to meet their goals. With **patience** and **resilience**, our colleagues should **lead by example** and **‘walk the walk’**. With all the exciting activities we have in our services, **resourcefulness** and a **sense of humour** don’t hurt either!

About the department

BHOP is funded by MHCLG (Ministry of Housing, Communities and Local Government) through BMDC (Bradford Metropolitan District Council). BHOP was established to reduce the number of rough sleepers in the Bradford District which covers Bradford, Shipley, Bingley, Keighley, Silsden and Ilkley.

The team is made up of specialists who can provide wrap around support to individuals on the streets, BHOP are able to provide support on the streets to remove barriers into services which ordinarily rough sleepers wouldn’t access. This includes homeless assessments through Housing Options, substance support, occupational therapy, physical and mental health support and criminal justice.

BHOP tailors support in consultation with the people they support, taking into account individual needs to achieve the best outcomes. BHOP provides opportunities for people to explore and realise their own potential and build resilience through innovative diversionary activities, informal learning and volunteering.

