

Support Coach – YPASS

Fixed Term Contract (Maternity cover)

HOURS: 35 hours per week (Monday to Friday)

SALARY: £25 513.00 per annum

ANNUAL HOLIDAYS: 6 weeks plus Bank Holidays (Plus bank holidays)

LOCATION: Calderdale

Job Description

REPORTS TO: Scheme Manager

As Support Coach, you will be responsible for providing person-led support across a range of properties in Calderdale based on the individuals' need, risk assessment and support plan. You will assist the individuals in the practical and emotional aspects of maintaining their accommodation and liaising with any other support networks. You will be responsible for keeping in touch on a regular basis to help with their housing applications, check people's current circumstances and crisis intervention. You will work closely with several agencies to ensure that young people are involved with the appropriate services and receiving the necessary support. You will be helping people to develop new and existing skills to help them sustain their accommodation and move onto long-term housing.

RESPONSIBILITIES

- Provide flexible, holistic and person-led coaching to individuals. Adopting a strengths based, trauma informed approach to enable individuals to achieve their ambitions.
- Provide motivational coaching to individuals around their ambitions. This may include accommodation sustainment, homelessness prevention, improved health, financial resilience, community involvement etc.
- Work alongside colleagues delivering employability coaching to ensure a holistic approach is adopted to enabling individuals to achieve their aspirations around employment, education and training.
- Maintain regular contact with individuals, at a frequency, location and method of their choosing. This may include 1:1 sessions in the community, in an individual's home, over the telephone or via digital means.



- Attend and contribute to reflective practice sessions to share best practice and discuss any successes or challenges.
- Work in collaboration with other organisations to assist people to achieve their individual aspirations. This includes identifying and facilitating brokering opportunities.
- Use a bespoke computer software system to document all aspects of an individual's journey, from referral to successful completion and evidencing of their achievements.
- Assist the service with meeting contractual obligations and KPI's by the accurate and timely recording and evidencing of achievements.
- Maintain accurate case notes and contribute to management/commissioner reports.
- Ensure that professional boundaries are maintained at all times.
- Undertake relevant training as required.
- Perform any other duties from time to time that may reasonably be required.
- Undertake the above duties in accordance with Horton Housing Association's policies and procedures.

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.

Safer Recruitment

Horton Housing is committed to safe and fair recruitment, safeguarding and protecting the people that we support. The majority of positions here at Horton will require a fully completed application form and an enhanced DBS check to identify and reject applicants who are unsuitable to work with children or young people.

Person Specification

ESSENTIAL

- Understanding of and/or experience of the challenges faced by people going through difficult times e.g. homelessness, ill-health, offending, unemployment etc. This could be through paid employment volunteering or lived experience.
- Understanding of and/or experience of strength-based, person-led approaches to working alongside people.
- Ability to build effective working relationships with people based on transparency, trust and respect.
- Ability to develop and maintain strong partnership working; liaising and working closely with other agencies/organisations to provide holistic support.
- Ability to balance and prioritise a demanding workload.
- Full UK driving licence and access to a vehicle that can be insured for business use



DESIRABLE

- Experience of developing action plans and providing appropriate coaching, advice and guidance would be desirable.
- Understanding of trauma informed practice would be desirable.

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

About the department

YPASS stands for Young Persons Prevention and Support Service, and is a temporary support service for young people aged 16-25. We support young people who are experiencing homelessness or at risk of homelessness or inadequately housed. YPASS offers a range of different elements including

- Crash pads available for emergency accommodation
- Floating support
- Mediation and prevention service
- Drop-ins

The service works in partnership with statutory and voluntary agencies to ensure a comprehensive support is offered, including housing providers, substance misuse agencies and health services.

