



Support Coach – Living Independently For Everyone (LIFE)

HOURS: 27.5 hours per week

SALARY: £26,406 FTE per annum, actual £20,747 per annum

ANNUAL HOLIDAYS: 6 weeks plus Bank Holidays

LOCATION: North Yorkshire

Job Description

REPORTS TO:

As a Support Coach at our LIFE service, you will work with the people we support, helping them to achieve their individual goals. You will work in partnership with them to devise a tailored support plan and support them in becoming tenancy ready. This may include helping them to access welfare, life skills coaching, and supporting them to attend any appointments. You will also be responsible for the welfare of the people we support, undertaking welfare checks and following safeguarding policies. You will support both people living in our supported accommodation, as well as people living in the community.

RESPONSIBILITIES

- Work in consultation with the people we support to create tailored support plans that work towards their individual goals
- Support the welfare of residents by undertaking regular welfare checks, and making sure basic needs such as food and clothing are met, as well as undertaking risk assessments
- Assist the people we support with becoming tenancy ready, including assisting them to access welfare benefits, and registering for housing with the local authority
- Assist in the cleaning and emptying of void accommodation, ensuring that it is ready for a new resident to move in
- Work in conjunction with third-party agencies where appropriate
- Complete necessary reporting such as inputting support plan updates and logging meetings
- Assist the Housing Officer in housing management tasks such as reporting repairs, following health and safety policies, and undertaking property checks



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

- Be empathetic and caring, showing understanding and respect to people experiencing difficult circumstances
- Have excellent communication and listening skills, with the ability to recognise the people we support as experts in their own lives
- Be resilient and adaptable with the ability to think on your feet and make sound decisions in line with our procedures
- Be observant, with the ability to identify risk and follow safeguarding policies
- Good ICT skills
- Experience in a similar role would be advantageous
- Valid driving licence and access to a vehicle that can be 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
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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

Living Independently For Everyone (LIFE) is a new service based in Craven, Selby and Harrogate. The service provides accommodation and support for people over the age of 18. We work alongside people to help them achieve their housing, wellbeing, health and employment goals with tailored support.

