



Porchlight

Changing attitudes • Changing lives

JOB DESCRIPTION

Job title	Coach
Reports to	Project Manager
Hours	Full time (37.5 hours) and part time (30 hours) positions available
Base	Bexley
Salary	£24,400 per annum plus £1,000 London waiting (pro rata for part time roles)
Contract	1-year fixed term

Overall purpose

To provide strength-based support services to single people that are homeless or at risk of homelessness. Each support Worker will carry a mixed caseload of clients and support them either in the community or within supported accommodation. The Support Worker will work with individuals to address multiple complex needs, supporting them to become more resilient and live independent lives.

To work within Porchlight policies and procedures, including but not limited to, safeguarding, health and safety, HR, finance, housing services, support services. All staff must uphold the values and ethos of the organisation.

Main responsibilities

1. To work with a caseload of 18+ service users with mixed levels of support needs across both supported accommodation and community setting; providing a strength-based, psychologically informed approach to support.
2. To interview and assess applicants in accordance with Porchlight allocations policy and procedures and to keep all parties (e.g. referrers, prospective tenants/residents) informed of progress and the outcome.
3. To establish positive working relationships with service users, ensuring that active, meaningful engagement is established
4. To Support service users with housing related support which may include budgeting, debt management, education, employment, setting up home, neighbour complaints, health and safety, accessing welfare and housing benefits, mental health and substance misuse and referring to more specialised agencies where appropriate.
5. Support Workers will explore with service users what most energises them and identify their strengths. Support Workers will support service users to build on their strengths so they can achieve successful outcomes for themselves.

6. To support the service user to become integrated within their local community, accessing appropriate services and local amenities.
7. To promote service user involvement in the delivery of the service.
8. To ensure safeguarding concerns are recognised and reported as per the Porchlight Safeguarding Policy and Procedures ensuring responsibility for the continued oversight of this is maintained and concerns acted upon.
9. To maintain accurate and up to date administrative records and systems, assisting in the compilation of monthly performance reports and other reports as required.
10. To provide guidance, assistance and support (in conjunction with other support agencies) in drawing up a strength-based Individual Support Plan (ISP) to meet the needs of the individual and support them in reaching their aims.
11. Arrange regular Support Worker key-working sessions as appropriate for a mixed caseload of need.
12. To liaise with housing agencies to ensure that appropriate referrals are made, including the Local Authority Housing Register and assist service users in completing the appropriate referral forms for housing.
13. To inspect the prospective move-on options with the service users and landlord, ensuring that properties meet the Decent Homes standard.
14. To ensure, when appropriate, a smooth transition into appropriate accommodation, including setting up utilities, accessing welfare benefits and appropriate grants.
15. To engage service users in finding training, education and employment opportunities.

General

16. To undertake and participate constructively in induction, regular supervision, appraisal and relevant training, and contribute positively to good team relationships and continuous improvement of services.
17. To attend project team meetings as directed by your line manager.
18. To maintain confidentiality in line with organisational policy in relation to service users, staff and business sensitive information.

This job description is a summary of the main responsibilities of the post and duties may change and vary from time to time. Staff will be consulted on any major changes to the job description.

Person Specification

We want the post-holder to be able to demonstrate the following competencies to a high level and want to use these to the full in their work. This is more important than having a great deal of direct experience of the job content, and we will be looking for evidence of all the following key competencies during the selection process, if you are shortlisted.

<ul style="list-style-type: none">• People focused• Positive and enthusiastic• Communication and influence• Teamwork	<ul style="list-style-type: none">• Quality focused• Adaptable• Problem solving• Creativity and innovation
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Qualifications

Desirable

1. A qualification (or equivalent /**or willingness to work towards a qualification**) in one or more of the following areas:
 - a. Mental Health
 - b. Ex-offenders
 - c. Supported housing
 - d. Drug, Alcohol & Substance misuse
2. Car user with full driving licence and access to own vehicle (subject to the provisions of the Disability Discrimination Act 1995)

Experience

Essential

3. The ability to initiate and maintain constructive relations with clients, colleagues and other professionals from a variety of cultural/social backgrounds.
4. Experience of working independently with minimal day to day supervision.

Desirable

5. Experience of working with homeless or vulnerable people.
6. Experience of providing strength-based one-to-one support work which includes, but is not limited to, giving advice, support planning, keyworking, risk assessment, motivational interviewing and handling cases of clients with needs of varying complexity.

Skills & abilities

Essential

7. Good listening skills, able to use intuition and ask the right questions
8. An ability to follow written and verbal instructions.
9. Excellent verbal communication and influencing skills.
10. Good numeracy and literacy skills.
11. Good IT skills.
12. An ability to understand and implement professional boundaries.

13. An ability to organise and prioritise own workload efficiently.
14. A proactive, enthusiastic, positive approach and the ability to motivate people to facilitate positive, sustained change in behaviour.
15. An ability to implement strategies for coping with aggression and minimising risk.

Knowledge and understanding

Essential

16. Experience of safeguarding issues faced by this group of vulnerable adults and the use of processes to ensure responsible internal reporting and escalation where appropriate.

Desirable

17. Knowledge of the additional needs and support available to 18 to 25 year olds (only required for those designated posts whose caseload will include some from this age group)
18. Knowledge of the housing and support needs of homeless people and an understanding of housing and welfare benefit systems.
19. Knowledge and understanding of the roles of external agencies including but not limited to social services, probation, education providers, police and other voluntary and statutory organisations.
20. An understanding of mental health, drug and alcohol issues.

Personal qualities

Essential

21. Commitment to the practical application of equal opportunities.
22. Commitment to developing and maintaining a high level of service to colleagues, service users, partners and other stakeholders.
23. The capacity to handle pressure; to be adaptable to changing or conflicting demands and the ability to organise workload efficiently, balancing face-to-face work with paperwork.
24. The ability to identify solutions to problems and implement them.
25. The ability to actively contribute ideas and suggestions that improve the quality of service.

Please note this post is subject to an Enhanced Disclosure Application to the Disclosure and Barring Service.