

Progression Coach, Skylight Edinburgh – Job Pack

Job title:	Progression Coach
Department:	Client Services
Reporting to:	PRS Service Manager
Salary:	£33,837 per annum
Hours:	35 per week
Location:	Crisis Skylight Edinburgh
Contract type:	Fixed term contract for 12 months with the possibility of extension

Aim and influence

- Assess, advise and support clients referred to the service to identify suitable accommodation in Private Rented Sector (PRS), establish and sustain tenancies therein, preventing future homelessness where possible
- Offer high quality information, advice and guidance on appropriate services and support (internal and external) to clients referred to the service and work in partnership with those services
- Offer an initial needs assessment and on-going one to one progression review meetings to members as appropriate
- Use a soft outcomes measurement tool to help members see the progress they are making using the monitoring and evaluation system to record basic information and the achievement of hard and soft outcomes
- Adhere to the case management standards to ensure all members receiving a high quality and consistent service

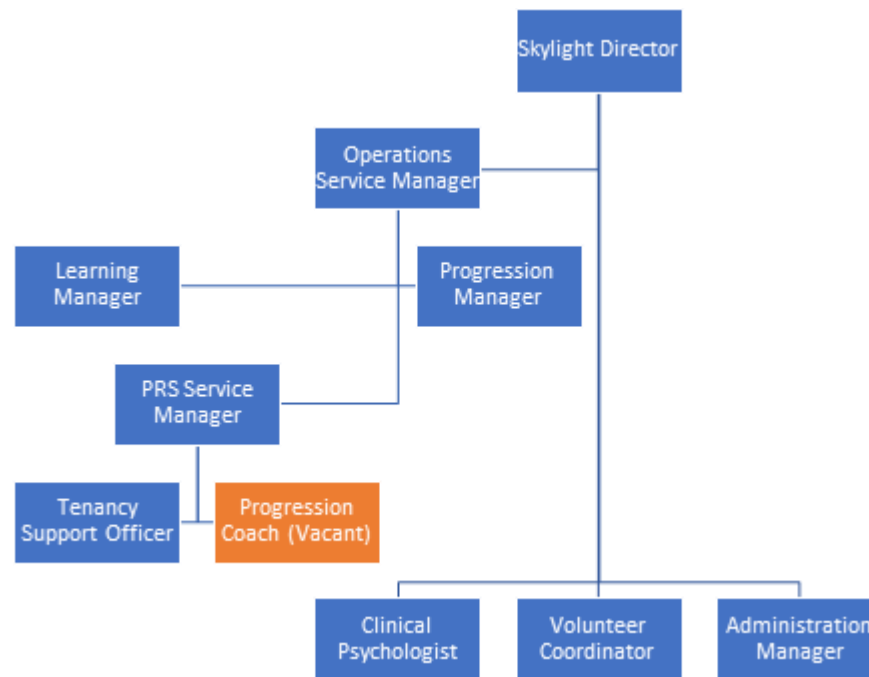
Financial and supervisory responsibility

- No line management responsibility
- No formal budget management, but will be required to control spending in certain key areas including housing access budget (bonds, rent in advance etc)
- Supervision of volunteers where required

Other key details

- Based in Edinburgh with services delivered in partners' facilities or community venues across Edinburgh including conducting home visits as and when necessary
- Role will also require travel across the UK for training and meetings. In some instances, this will require overnight stay

Organisational chart



Please note structure is subject to change

Job responsibilities

- Provide Information, Advice and Guidance to address people's multiple needs and issues around housing and homelessness
- ensure households understand responsibilities entailed by provision of bond in lieu of deposit
- advise CEC timeously of outcomes of referrals
- Provide effective short-interventions and coaching to members to help address their housing issues by preventing their homelessness, improving their housing situation, or enabling access to a range of housing options
- conducting assessments of referred households' eligibility for the service, support needs, financial circumstances and PRS suitability, seeking references or additional information where required
- Build positive relationships with Skylight members and provide motivation and support around internal and external progression opportunities, enabling them to build their skills and resilience and fulfil their potential
- Work with members and prepare individual progression plans as appropriate, providing support and motivation to help them achieve their goals
- Work to the case management standards for all members

Accessing suitable housing

- assist households to understand their rights and responsibilities as PRS tenants, as well as practical issues in PRS tenancies
- ensure any identified training or support needs are met by Crisis or an external agency
- provide support for households to search, apply for and view properties, including inspection of legal compliance, negotiating with landlords on behalf of applicants
- issues bonds in lieu of deposits, agreeing programme with households to save up to replace bond with deposit in a manageable timescale
- support households to move into PRS housing, including assistance with benefit claims, utilities, furniture and rent payments

Sustaining tenancies

- carry out 'settling in' visit and provide support quickly for any emerging issues
- establish clear communication and task distribution with other agencies working with household
- remain first point of contact for tenant through duration of bond, minimising potential for repeat homelessness and referring onto internal or external advice and support when required
- monitor tenant savings programme and support transfer of monies to landlord

Monitoring and Evaluation

- maintain accurate records on our client monitoring system and in accordance with Case Management Standards
- ensure client feedback is recorded and where appropriate, acted upon
- assist in collation of service monitoring and evaluation information for reports to stakeholders
- ensure safeguarding concerns are identified and reported in line with Crisis' procedures

Contribution to the team

- prioritise own workload and ensure timely delivery on all tasks
- take part in team meetings and where necessary take minutes

Progression Coach, Skylight Edinburgh – Job Pack

- support work of PRS Landlord Liaison Officer, carrying out joint tasks where required
- identify service areas where volunteers could contribute and work with Volunteer Co-ordinator to define tasks for new volunteering roles

General responsibilities

- Actively encourage and support member involvement within Crisis
- Develop and maintain an understanding of Crisis' work and the needs and circumstances of homeless people
- Comply with Crisis policies and procedures, including Health and Safety policies, for which all employees owe a duty of care both to themselves and others, in accordance with the Health and Safety at Work Act
- Carry out any other duties that may reasonably be required in the light of the main purpose of the job

Person Specification

Essential

1. Demonstrable knowledge of housing and homelessness legislation in Scotland
2. Demonstrable track record of successfully using coaching, IAG or psychologically informed approaches with people who have experienced homelessness, social exclusion or similar disadvantage.
3. Demonstrable knowledge of how to access PRS accommodation and necessary requirements to secure a tenancy specific to the local area, including as this relates to people on low incomes, including benefits
4. Knowledge of the issues affecting homeless people including housing, welfare issue, substance misuse, offending behaviour and social isolation
5. Ability to review and appraise the development of members and use this information to develop learning/progression plans
6. Excellent at networking and sourcing opportunities in or to provide progression routes, with the ability to advocate for our members wherever necessary
7. Ability to identify, manage and minimise potential conflict situations
8. Confident in the use of Microsoft Office packages and knowledge of data entry using databases
9. Strong team player who is driven to work within a team, whilst also able to work on own initiative, and able to reflect on own practice
10. Committed to empowering homeless people through the development of life and social skills through the participation in engagement and learning activities
11. Proficient in the use of Microsoft Office packages and experience of data entry using a case management system

12. Knowledge of and ability to comply with safeguarding procedures
13. Commitment to Crisis' purpose and values including equality and social inclusion

Desirable

13. IAG qualification (SVQ level 2 or equivalent), or a coaching qualification, or willingness to work towards one
14. Knowledge of welfare benefits system

We encourage applications from all sections of the community and particularly from people who have lived experience of homelessness.

Supporting your application

Thank you for your interest in working for Crisis.

Before you apply, please take a moment to read through the frequently asked questions below which are designed to support your application and help you understand our recruitment processes.

The person specification requires a qualification or experience that I do not have. Is it still worth me applying?

The person specification has the key knowledge, skills, experience or behaviours needed to carry out the job successfully and you will be scored based on any information you provide. If you don't quite meet the criteria, for example if you have an understanding of something rather than experience of doing it yourself, you may still pick up points for explaining your understanding or how you might approach it. However, some of the person specification points, for example specific qualifications, are critical to the role so if you don't meet those requirements, you are unlikely to be shortlisted.

Can I apply by sending my CV?

Occasionally we accept CVs and a covering letter but only if this is requested in the advert for the post. We don't accept speculative applications or hold CVs on file.

What should I do if I can't complete an online application?

If you would like to apply in a different format, for example in a Word document, because you are unable to use the online process, please contact the Recruitment Team jobs@crisis.org.uk It is helpful if you provide details of your requirements or suggestions about how we might best support you to apply so that we're able to consider alternatives.

How can I maximise my chance of being shortlisted?

It is important that you complete all sections of the online application form to ensure that the recruiting panel understand your interests, skills, behaviours, knowledge and experience.

Shortlisting is mostly based on the information you provide in the assessment form section.

A strong application will also be in line with the **Crisis Values** that you can find on our website.

Please note! If you don't provide full responses against the person specification points, the panel won't be able to score your application fully and it will be unlikely there is enough information for you to be shortlisted.

How quickly will I know if I have been shortlisted?

Progression Coach, Skylight Edinburgh – Job Pack

Every recruitment campaign will be different depending on how quickly the shortlisting panel can review applications but if you have not been shortlisted, you will receive an email from us confirming that.

If I am not shortlisted, can I get feedback on my application?

Unfortunately, we are not able to offer feedback on your application if you are not shortlisted for interview.

Can I get feedback after my interview?

We appreciate that information about where you did well or less well can be useful, so if you are not successful following interview we are able to provide feedback.

Will you notify me of future vacancies?

Once you have registered via Crisis Jobs Online, you can sign up to receive notifications of new vacancies based on the criteria you select. We also recommend that you check our website regularly for details of new vacancies.

I recently applied for a role and was not successful, but have seen the role re-advertised. Is it worth me applying again?

If the gap between advertising has been short, we would normally advise that candidates need not apply again, unless you have re-written and enhanced your application. Some examples might be that you have strengthened your examples using the STAR technique above.

Crisis Jobs Online

I have typed my personal statement answers into the online form, but it won't let me save them. What should I do?

There is a word limit of 400 per answer so it could be that you have exceeded the limit and that is what is preventing you from saving your work.

I filled in the personal statement section and tried to save it/submit it. However, it wouldn't do this and my information was lost. Is there any way to retrieve it?

You are encouraged to record your answers in a Word document first before copying and pasting your answers into the online application form, using the keyboard shortcuts Ctrl + C to copy and Ctrl + V to paste. The application form has a strict time out limit and so if you take longer than that limit you will lose your work and we are unfortunately not able to retrieve it.

Where can I get help?

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If your query has not been answered above, you can contact the Recruitment Team jobs@crisis.org.uk for support.