

Job title:	Progression Coach x2
Department:	Client Services
Reporting to:	Progression Manager
Salary:	£27,070 - £33,837 per annum
Hours:	1 full time post - 35 per week 1 part time post - 28 per week
Location:	Based in Newcastle (With some outreach services and so the ability to travel across the region is essential)
Contract type:	12 months fixed term (with possibility of extension)

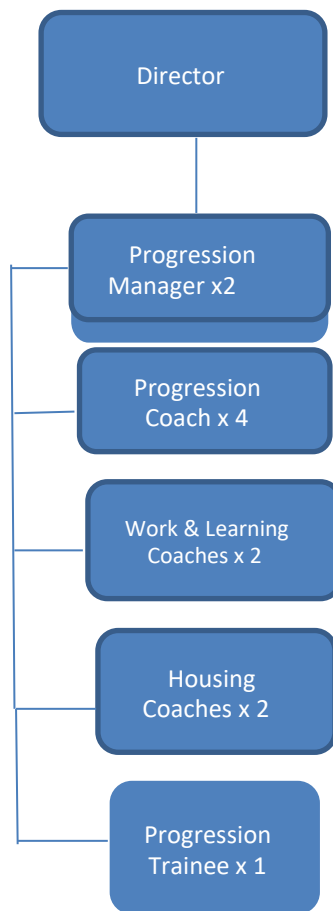
Aim and influence

- Assess needs and provide ongoing one to one progression review meetings to members as appropriate
- Offer high quality coaching and information, advice and guidance on appropriate services and support (internal and external) to members

Other key details

- Some evening and weekend work will be required and time off in lieu will be given in accordance with Crisis TOIL policy
- The role involves working with vulnerable adults and young people and so a satisfactory enhanced disclosure from the Disclosure and Barring Service is required

Organisational chart



Please note structure is subject to change

Job responsibilities

- Be the initial point of contact for Skylight members explaining the Skylight offer and conducting the initial and ongoing assessments of members interests, needs, options and opportunities
- Work with members and prepare individual progression plans as appropriate, providing support and motivation to help them achieve their goals
- Signpost members to relevant support services either within the service or delivered by external agencies and organisations. If needed to undertake advocacy on behalf of members to enable them to access external provision
- 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
- Follow-up developments with members and monitor progress after any onwards referral
- Promote Skylight and the benefits on engagement and learning to a variety of audiences including potential members, volunteers, funders, other service providers, statutory agencies and the local community

- Fully engage with the monitoring and evaluation process by collection the relevant information, updating records on the database and liaising with other relevant staff to avoid duplication
- Contribute to the continuing development of the service by contributing ideas for activity and service innovations
- Encourage and support member involvement within Skylight and ensure the successful delivery of all relevant aspects of the member involvement strategy, such as member forums
- Ensure that members' feedback is recorded and where appropriate, acted upon, including supporting members seeking to make a complaint through the formal complaints process
- Ensure that any safeguarding concerns are identified and reported in line with Crisis' procedures

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. Must have a demonstrable track record of successfully using coaching, IAG or psychologically informed approaches with people who have experienced homelessness, social exclusion or other similar experiences.
2. Must hold a coaching, IAG, or other relevant qualification – or be willing to work towards one, completing all required assignments within agreed deadlines.
3. Experience of working with socially excluded individuals and groups to promote and encourage inclusion
4. Experience of delivering advice and guidance, coaching and/or personal development training, ideally working to matrix standards
5. Knowledge of issues affecting homeless people including mental illness, addiction, benefit system and housing

6. Ability to review and appraise the development of members and use this information to develop learning/progression plans
7. Excellent at networking and sourcing opportunities in or to provide progression routes
8. Ability to identify, manage and minimise potential conflict situations
9. Confident in the use of Microsoft Office packages and knowledge of data entry using databases
10. Strong team player and able to work on own initiative
11. Committed to empowering homeless people through the development of life and social skills through the participation in engagement and learning activities
12. Knowledge of and ability to comply with safeguarding procedures
13. Commitment to Crisis' purpose and values including equality and social inclusion

Desirable

1. Extensive experience and/or an accredited qualification in coaching or related field

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?

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?

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