

Job title:	Housing Coach
Department:	Client Services
Reporting to:	Progression Manager
Salary:	£33,837 per year
Hours:	35 hours per week
Location:	Office based in Newcastle with some outreach (so the ability to travel across the region is essential)
Contract type:	12 months fixed term (with possibility of extension)

Aim and influence

- Support, coach and motivate Crisis Skylight members, preventing their homelessness where possible and enabling them to identify suitable accommodation and establish and sustain tenancies therein.

Financial and supervisory responsibility

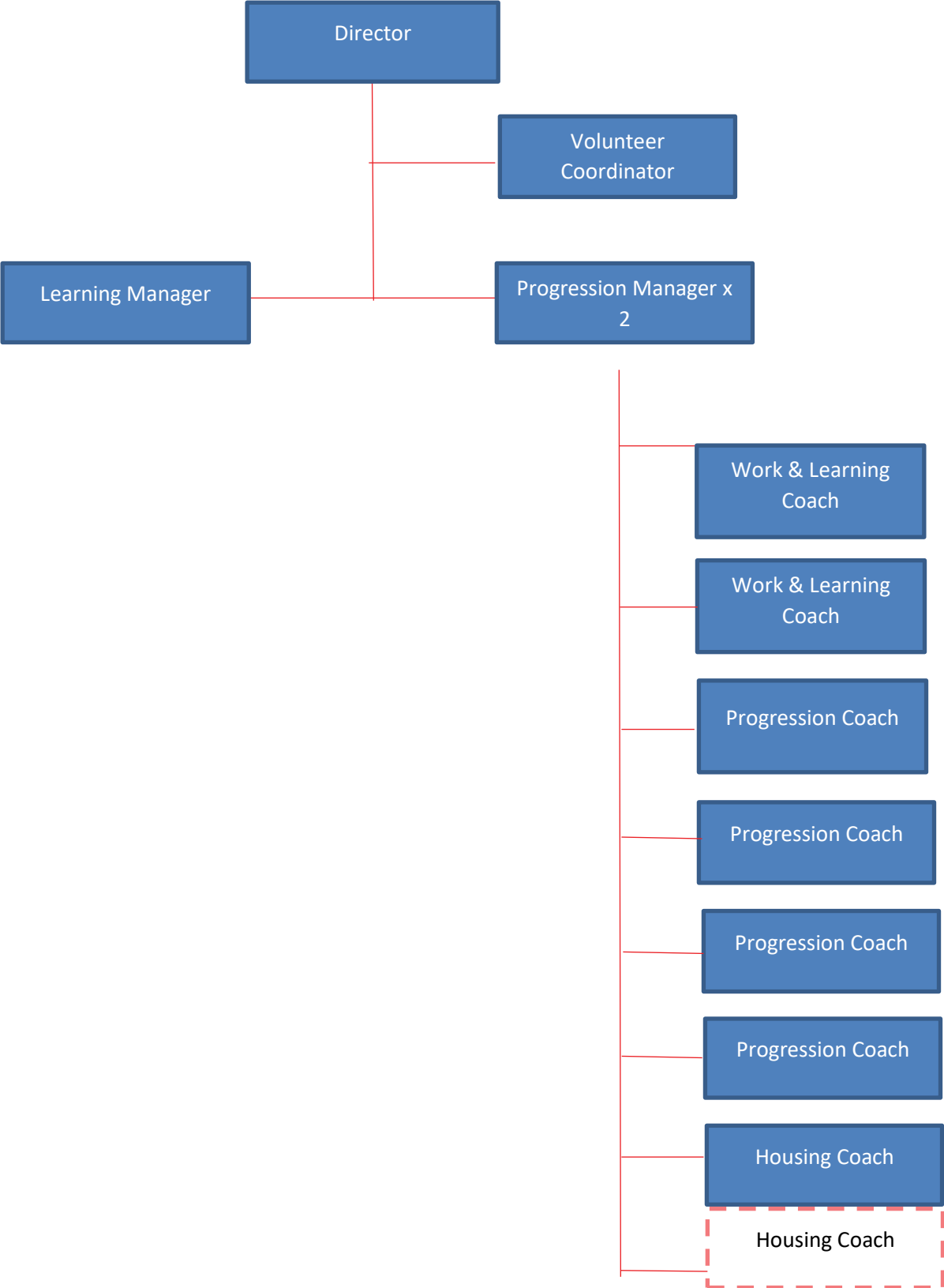
- Manage a budget for housing access purposes.

Other key details

- A significant degree of flexibility is required in delivering the service to meet clients' needs; **occasional evening** and weekend work will be required and time of in lieu will be given in accordance with Crisis TOIL policy, where outside of agreed working pattern.
- You must be willing to travel across the **UK on occasion** for training and meetings. In some instances, this will require overnight stays.
- A satisfactory enhanced disclosure from the Disclosure and Barring Service is required for this role. CSN works with young people aged 16 and 17 and so the check will also establish the successful applicant's suitability to work with children as well as vulnerable adults.
- Work closely with the learning and progression teams to ensure skylight members are working with relevant coaches to aid their progression through the service.

Organisational chart

Please note structure is subject to change



Job responsibilities Referral and assessment

- Be the point of contact within the Skylight Centre for complex and protracted housing advice queries
- Contribute to the quality assurance of housing advice provided by staff within the relevant Skylight Centre
- Seek to prevent homelessness where possible by enabling clients to remain in accommodation if it is appropriate and sustainable for them to do so
- Run drop in sessions to support new and existing clients with housing related and other enquiries; including members who are sleeping rough.
- Prevent homelessness through negotiation and liaison with family members / landlords / housing providers / housing benefit departments / DWP
- Prevent homelessness by maximising member's income to enable them to afford rental payments
- In conjunction with Crisis Progression Services, access emergency accommodation where appropriate to enable members to stabilise before pursuing longer term housing solutions
- Undertake a full assessment of members' readiness to sustain PRS accommodation and other forms of settled accommodation where appropriate
- Agree objectives and action plan with each member regarding their property search
- Support delivery of the Crisis Renting Ready pre-tenancy and information workshops for clients and potential clients in partnership with Tutors and Learning Managers.
- Use coaching and support for members to ensure they remain engaged in the process of finding suitable accommodation
- Carry out joint casework with Crisis Skylight staff who are responsible for supporting members in engagement/education/employment

Establishing and supporting sustainment of tenancies

- Provide support to members in identifying suitable, affordable and reliable sources of accommodation
- Complete accurate affordability calculations with members preparing to move into settled accommodation
- Assist members to understand and complete their Housing Benefit application as required
- Arrange and accompany members on viewings to properties and support them in negotiating with landlords where appropriate. This will include ensuring that the property meets safety standards and is well maintained
- Assist members to fully understand the conditions of their tenancy agreement and agreeing rents with landlords prior to taking up a tenancy
- Accompany the member to the tenancy signing where necessary

- Provide members with practical support to equip their rented accommodation. e.g. accessing furniture projects, setting up utilities
- Ensure that tenants understand and comply with the terms of their new tenancy
- Assist members to establish regular payment of rent and service charges to their landlord
- Provide tenancy sustainment support and carry out follow up visits once the member is housed
- Provide practical feedback on proposed methods of increasing housing supply to members initiated by the wider housing team
- Promote the take up of the Renting Ready pre-tenancy training programme to Crisis members and to selected partner organisations

Monitoring & Evaluation

- Ensure the accurate and timely input of member and outcome data
- Assist in the collation of accurate monitoring information for reports to internal and external stakeholders

Contribution to team and organisation

- Prioritise own workload and ensure timely delivery on all tasks
- Take part in team meetings and where necessary take minutes
- Take part in wider Housing Team meetings across all Skylight Centre's
- Contribute to sharing of best practice relating to housing amongst Skylight Centre's and wider housing team
- Support the management and development of Crisis' overall work
- Ensure that any safeguarding concerns are identified and reported in line with Crisis' procedures
- Support volunteers (both member and general) to delivery housing related content and tenancy sustainment support.

General responsibilities

- Actively encourage and support member involvement within Crisis
- Develop an understanding of homelessness and Crisis' aims
- To comply with Crisis policies and procedures, including Safeguarding and 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.
- To carry out any other duties that may reasonably be required in the light of the main purpose of the job.
- Promote the well-being and development of the organisation both internally and externally.

Person Specification

Essential

- 1 Ability to provide direct support to homeless individuals, including empathetic and practical support and advice, considering a psychologically informed environment approach and coaching methodology
- 2 Demonstrable in-depth knowledge of housing and homelessness legislation, tenancy rights and the benefits system in relation to clients accessing accommodation
- 3 Demonstrable knowledge of how to access a range of housing options (private rented accommodation, social housing, housing associations and emergency housing)
- 4 Ability to respond effectively and timely to complex situations that clients present with i.e. safeguarding concerns, housing and mental health emergencies
- 5 Excellent networking and partnership skills with the ability to confidently advocate on behalf of clients to achieve the best outcomes for them whilst maintaining excellent professional relationships.
- 6 Ability to manage and support a caseload and achieve targets with experience of 121 coaching/IAG delivery
- 7 Ability to effectively plan and organise work, including a high level of contact with clients on a day to day basis, assessing priorities and meeting deadlines
- 8 A capacity to work on your own and as part of a team with a willingness to reflect upon and develop your own practice
- 9 Ability to communicate effectively in a group setting and one to one and relay complex information in a manner easily understood
- 10 Ability to support individuals within socially excluded and disadvantaged groups through a process of personal change with and an understanding of barriers they may face
- 11 Able to establish effective interpersonal relationships with people from different backgrounds and cultures
- 12 Demonstrable ability to keep accurate and up to date records, sharing information as and when appropriate
- 13 Proficient in the use Microsoft Office (including Word, Excel, & Outlook), databases and the internet
- 14 Knowledge of and ability to comply with safeguarding procedures
- 15 Commitment to Crisis' purpose and values including equality and social inclusion

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.