

Job Description



Job title:	Housing First Coach
Department:	Client Services
Reporting to:	Housing First Team Leader
Salary:	£38,552 per annum
Hours:	35 per week – worked flexibly
Location:	London; 66 Commercial Street, London E1 6LT
Contract type:	Permanent

Aim and influence

- To provide flexible, person-centred support, advice and assistance to people who are/have been living on the streets, so that they can access and maintain a safe and secure home of their own, in line with Housing First principles

Financial and supervisory

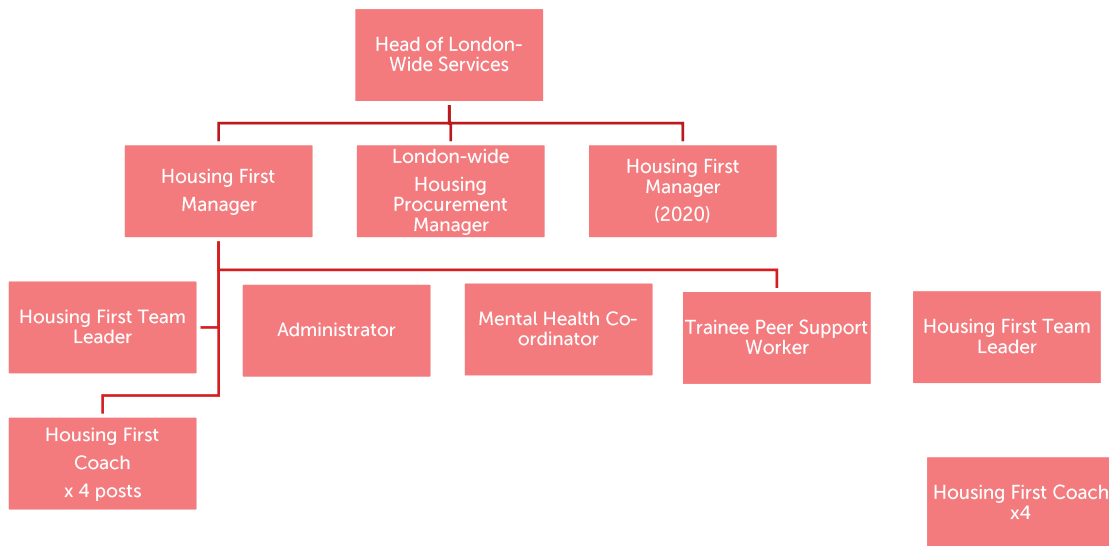
- Supervise and support volunteers and peer mentors
- Manage any delegated “personal budgets” to support clients to access and sustain their accommodation

Other key details

- You will be required to hold the out of hours phone for a week at a time as part of a rota with the rest of the team. The out of hours service is in place for the Housing First team to offer remote support to clients who call the out of hours mobile number. The aim of the service is to prevent homelessness, where possible, over evenings and weekends – outside office hours. There is a management escalation service available to those on an out of hours shift.
- The role will be required to work flexible hours to respond to the fluctuating nature of the demands on the service and team members. This will include working over public holidays and some evenings and weekends
- The role involves working with vulnerable adults and young people and so a satisfactory enhanced disclosure from the Disclosure and Barring Service is required

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Organisational chart



Please note structure is subject to change

Job responsibilities

- Deliver high quality person-centered support, using psychologically informed approaches, in line with Housing First principles including:
 - Establish open and trusting relationships with people who are/have been living on the streets or in temporary/insecure accommodation
 - Enable people to exercise choice and control over their lives (including the services and support they accept)
 - Support people to identify and achieve their goals and outcomes through intensive case management
 - Enable people to access community resources, and offer personal/emotional support
 - Provide a safe, welcoming environment for people accessing services
 - Develop an enabling partnership approach that supports all people using the service to attain their rights and entitlement
 - Actively participate in achieving defined outcomes for service users
 - Actively identify the strengths and aspirations of service users and enable the access to relevant opportunities and/or services

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- Be responsible for the identification of risks and demonstrate you are managing the risks for yourself, colleagues and service user being supported
- Promote service user led service delivery, and encourage service users to contribute to the continuous improvement of the service
- To collate a defined range of information relating to the service user's progress to support evaluation of the approach
- Build relationships with landlords and other agencies with a view to improving the quality of wrap around support services and improve the long-term sustainability of outcomes
- Record and monitor progress of each service user; regularly review the support contract
- Implement existing policies and procedures and to input into the development of new policies and procedures
- Contribute to regular reports on the service as required
- Provide temporary cover for colleagues as required
- Participate in a rota system of shift duties, to ensure that service delivery is maintained in a consistent way, in the evenings, at weekends and on bank holidays

General responsibilities

- Actively encourage and support member involvement within Crisis
- Develop an understanding of homelessness and Crisis' aims
- Follow Crisis policies and procedures, including safeguarding and health and safety
- Carry out other reasonable duties that may be required

Person Specification

Essential

- 1 Ability to show constructive, innovative thinking, encouraging ideas and input from across your team and creatively working around new constraints and challenges
- 2 Experience of working with people who have faced severe and multiple exclusion and who may have complex needs and an understanding of the needs of people who have been homeless for long periods of time
- 3 Knowledge of Housing First and Housing Led approaches and their role in systems change across homelessness services
- 4 Ability to work within a psychologically informed approach, including strengths-based approaches

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- 5 Experience of operating effectively and collaboratively as part of a team
- 6 Ability to use supervision and reflective practice effectively, with the self-awareness to recognise and manage your emotions and retain your resilience and empathy, even in the face of set backs
- 7 Knowledge and understanding of safeguarding, with the experience and ability to dynamically assess and manage risks, without being overly risk averse
- 8 Ability to demonstrate that you have expectations of a consistently high quality, an understanding of what an excellent service should look like
- 9 Ability to be a self-starter and have considerable initiative
- 10 Willingness to travel within London as required
- 11 Willingness to work flexibly
- 12 Commitment to Crisis' purpose and values including equality and social inclusion

Desirable

- 13 Experience of working within dependency/ treatment or mental health services
- 14 Knowledge of landlord and tenant legislation

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?

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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?

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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.