

Housing Coach (SHPS), Brent, May 2022 – Job Pack

Job title:	Housing Coach (SHPS)
Department:	Client Services
Reporting to:	Single Homeless Prevention Service (SHPS)
Salary:	£38,552 per annum
Hours:	35 hours per week
Location:	Based in Brent
Contract type:	Fixed term contract for 12 month (with possibility of extension)

Aim

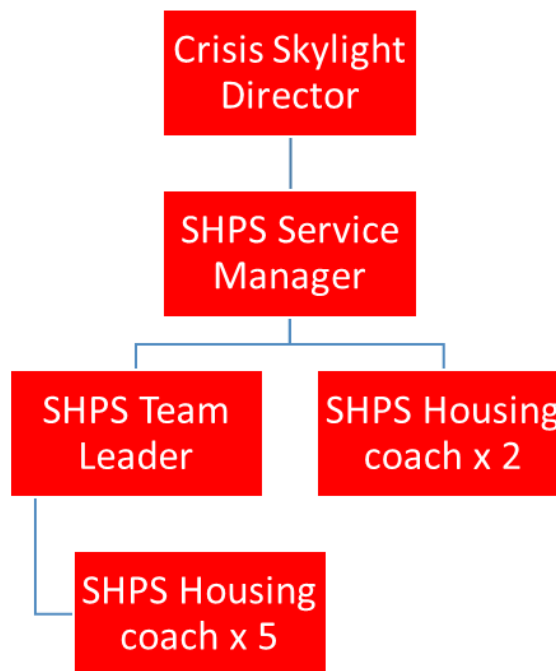
Provide high quality interventions, support and casework to people who are homeless or at risk of homelessness to prevent or relief homelessness quickly and sustainably.

Other key details

SHPS (Single Homeless Prevention Service) is a successful, well established payment by result service funded by Brent Council and London Life Chances and overseen by Bridges Outcomes Partnership, which supports local people who are homeless or at risk of homelessness to remain in their homes or access accommodation in the private rented sector. SHPS receives referrals from Brent Council of individuals with low or medium support needs who are owed a relief or prevention duty by their local authority. SHPS creates personal housing plans, provides casework to relief or prevent homelessness and provides eight months' tenancy sustainment support. SHPS supports around 400 people per year. In the last 12 months, SHPS housed nearly 280 people and supported over 80% to sustain their housing.

- The team are ordinarily based in the Brent Civic Centre in Wembley. At present, the team are working to a hybrid model of primarily working from home with 1-2 days in the office. In due course, there will be an expectation to return to Brent Civic Centre as well as the Crisis Brent Skylight office in Harlesden on a more frequent basis whilst maintaining a hybrid model of working.
- The role may require some degree of flexibility to work hours as required to meet clients' needs. This could in exceptional circumstances involve some out of office hours.
- The role involves working with 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

Service delivery

- Establish initial contact with new client referrals and maintain regular contact throughout their engagement, escalating unsuitable or complex clients.
- Conduct initial assessment to jointly develop a personal housing plan, which includes discussions around suitability, affordability and expectation management, and agree actions to meet housing and other support needs. Continuously review clients' needs, options and opportunities, escalating any complex clients for review with the referrer.
- Provide effective short-term interventions and casework to address housing issues by either preventing homelessness; or to access and sustain suitable housing options in the private rented sector.
- Complete accurate affordability calculations with clients and assist with housing benefit and UC applications.
- Seek to prevent homelessness where possible by enabling clients to remain in accommodation if it is appropriate and sustainable through mediation, negotiation and liaison with family members/ landlords/ housing providers/ housing benefit departments/ DWP and by maximising clients' income to enable them to afford rental payments. Checking validity of any notices served.
- Support and coach clients to find and access sustainable, good quality and affordable private rented sector accommodation.
- Liaise with landlords to agree rents prior to taking up a tenancy, arrange viewings, tenancy sign ups, enquire regarding additional voids and check that tenancies are sustained.

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- Assist clients to fully understand the conditions of their tenancy agreement and ensure set up of regular payment of rent and other rental costs.
- Provide ongoing or quick interventions and case work to clients to ensure accommodation is sustained.
- Manage own caseload effectively and in line with service standards and Crisis values.
- Link to external providers for additional tenancy sustainment support (e.g. floating support, Crisis Brent, drug & alcohol services).
- Provide support to address other support needs such as employment, benefit management, well-being, learning etc. and signpost clients to relevant support services and provide advocacy and support to access identified services if needed.

Monitoring and Evaluation

- Fully engage with the monitoring and evaluation process.
- Ensure accurate and timely input of client and outcome data.
- Assist in collation of accurate and good quality monitoring information.
- Ensure that clients' feedback is recorded and where appropriate, acted upon, including supporting clients seeking to make a complaint through the formal complaints process and helping clients see the progress they are making.

Contribution to the team and the organisation

- Prioritise and manage own workload and ensure timely delivery on all tasks.
- Take part in team meetings and various other group activities relevant to personal or organisational support and development.
- Contribute to sharing of best practice relating to housing amongst Skylights and the wider housing team.
- Support the management and development of Crisis' overall work.

General responsibilities

- Actively encourage and support member involvement within Crisis.
- Develop an understanding of homelessness and Crisis' aims and the needs and circumstances of homeless people.
- Ensure any safeguarding concerns are identified and reported in line with Crisis' procedures.
- Comply with Crisis policies and procedures, including Health and Safety policies, for which all employees owe a duty of care 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 Ability to provide empathetic, person-centred and practical support, coaching and Information, Advice and Guidance to individuals who are experiencing homelessness or at risk of homelessness with an understanding of barriers they may face.
- 2 Demonstrable solution focus and pro-active approach achieving high quality client work and results in a fast paced and outcome-focused environment.
- 3 Ability to positively manage a busy client caseload and own workload in line with service standards and Crisis values, working towards client progression and meeting service targets and deadlines, reviewing work and priorities.
- 4 Ability to create and review jointly developed action plans, providing interventions and casework to prevent or relief homelessness and support to sustain accommodation in the private rented sector.
- 5 Demonstrable knowledge of how to access private rented sector accommodation and the necessary requirements to secure and sustain a tenancy.
- 6 Strong communication skills and ability to record good quality data, case notes, plans and outcomes accurately and timely.
- 7 Knowledge of the benefits system in relation to client tenancies and private rented housing.
- 8 Knowledge of housing and homelessness legislation, in particular relating to private rented housing specific to London, the Homeless Reduction Act and homelessness eviction and tenants' right.
- 9 Proficient in the use Microsoft Office (including Word, Excel, & Outlook), databases and the internet.
- 10 Knowledge of and ability to comply with safeguarding procedures.
- 11 Commitment to Crisis' purpose and values including equality and social inclusion.

Desirable

- 12 Hold a coaching, IAG, or other relevant qualification or willingness to work towards one.

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 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.

Support your statements with specific examples that show how you meet each of the person specification points. You may wish to use the **STAR approach**:

S or T – Situation or task

Describe the situation or the task that you had to complete. It could be something from your previous employment or personal experience – just make sure it's relevant. Given enough detail for the person shortlisting to understand what was involved

A – Action

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Describe the action you personally took to resolve the situation or task. Explain the process/steps you took. Even if you are describing a group project, describe what you did rather than what the team did as a whole

R – Result

This is the crucial part of the answer. Explain how your actions resulted in a successful outcome. Talk about what you achieved, the benefits and what you learned.

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 all 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?

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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 HR Team jobs@crisis.org.uk for support.