



POST: Homelessness Prevention Coach
LOCATION: Leicester/Leicestershire and Rutland
RESPONSIBLE TO: Service Co-ordinator (or nominee)
DBS Check: This post is subject to Adult Workforce Regulations

JOB PURPOSE:

To work with a caseload of clients with support needs around homelessness prevention, tenancy sustainment and resettlement into stable accommodation.

KEY RESPONSIBILITIES

DELIVERING SERVICE

- To act as a Coach to a caseload of clients, creating a wellbeing and homeless prevention plan that helps the client to identify individual goals and outcomes based upon presenting needs.
- To undertake needs and risk assessments.
- Undertake a person centred approach to assist clients to make informed choices and have control over their daily life and future plans.
- Aim to improve health and wellbeing by providing relevant information and advice.
- To assess clients needs by enabling them to identify their own personal goals and objectives.
- To signpost clients to local support services and other agencies, according to individual client needs.
- To ensure the effective delivery of an integrated and holistic service that responds to the needs of the clients.
- To keep full and accurate records of work including use of the CRIS system.

- Keep appropriate records of interventions with clients, and inform other staff of relevant issues.
- Encourage client involvement in the development and operation of the service, facilitating appropriate consultation and participation.
- To ensure that all forms (i.e. quality assurance) are completed within the required time frame.
- To develop and maintain appropriate contacts in the local community and work in partnership with all relevant agencies.
- To provide other agencies with accurate information regarding P3's objectives.
- To fully participate in the development and operation of new systems, programmes and initiatives.
- To fully participate in systems of quality assurance, performance indicators and outcomes.
- To ensure that service delivery meets objectives as stated in the service business plan and conforms to funding bodies requirements.
- To positively promote and market the Service where appropriate.
- To assist in the development of publicity material and literature for the service.
- To ensure good communication between all staff members, other agencies and with clients.
- Deal with complaints in accordance with P3's agreed procedures.
- Ensure service meets the quality agenda as set out in P3's quality plan and continually strive to improve service delivery.
- Ensure effective liaison with the Health and Safety Officer wherever necessary.

TEAM WORK

- Be a member of the staff team working to provide a safe, sound and supportive environment.
- To attend staff meetings and any other meetings that will be beneficial to the work of the service.

QUALITY

- Deal with complaints in accordance with P3's agreed procedures.
- Share responsibility for good health and safety practices, including participating in fire drills and risk assessments, reporting to line-management any matters of concern and attend health and safety training.

DEVELOPMENT

- Undertake the Staff Induction Programme, and assist, as requested, in the induction and training of new staff, students and volunteers.
- Participate in staff meetings, supervision meetings, training, team development sessions and other meetings as required, reporting back to the team as appropriate.
- Undertake development activities as necessary and appropriate to the role.

DELIVERING EQUALITY

- Foster the equality, diversity and rights of others by ensuring people are respected and valued as individuals
- Promote the rights and needs of people who use P3 services in the community.
- Work within the framework of P3's equality and diversity policy at all times.

OTHER

- Undertake such other duties and specialisms, as may be required from time to time to maintain or enhance P3's services, including if required flexible working hours to meet the needs of the service.
- The employee may on occasions, and in necessary circumstances, be called upon to undertake work in other locations in order to ensure P3's obligations to clients are fulfilled.
- Undertake all duties in accordance with all P3 policies and work towards their continuing development and implementation.

All job descriptions are subject to periodic review.

This job description covers the range of duties required. It is P3 policy to, wherever possible, reach agreement on changes, however if this is not possible, P3 reserves the right to change the job description in line with the needs of the organization.

**P3
PERSON SPECIFICATION**

Homelessness Prevention Coach

	Essential	Desirable
<p>Values Must be able to demonstrate the following values;</p> <ul style="list-style-type: none"> • A commitment to client involvement and empowerment. • Promotion of equality of opportunity for people who have experienced oppression and disadvantage in their life opportunities. • Recognise and value all aspects of diversity • Understanding of and commitment to the importance of accessing training, learning and development opportunities • Understanding of those who use our services being enabled to have greater opportunities to exercise their rights 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p>Experience It is essential that you are able to demonstrate experience of one of the following:</p> <ul style="list-style-type: none"> • At least one years professional experience of working with vulnerable adults in a housing related support setting • Relevant personal experience • At least three years experience of providing care and/or support services within another social care setting. <p>It is desirable that you are able to demonstrate experience of:</p> <ul style="list-style-type: none"> • Providing coaching to clients in a similar setting 	<p>N/A</p>	
<p>Knowledge and Understanding</p> <ul style="list-style-type: none"> • Must have a sound understanding of the support needs of people who use our services • An understanding of the issues facing homeless people • Knowledge of benefits system and welfare rights • Knowledge and understanding of housing provision and legislation 	<p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p>

<ul style="list-style-type: none"> • Knowledge and understanding of external partner agencies • Good understanding of computers 		✓ ✓
Skills and Abilities <ul style="list-style-type: none"> • Able to work on own initiative • Able to work as an integral member of a team • Must be able to establish and maintain constructive relationships with a wide range of people including providers in external agencies • Must demonstrate effective interpersonal and communication skills • Must have ability to maintain accurate client records • Must be able to respond flexibly to the needs of clients 	✓ ✓ ✓ ✓ ✓ ✓	
Qualifications <ul style="list-style-type: none"> • NVQ/QCF Level 2 or 3 in a social care field • There must be substantial evidence of commitment to personal and career development relevant to the post. • A driving licence and use of a vehicle • Coaching qualification • Training or a commitment to completing coaching training 	✓ ✓ ✓ ✓	✓ ✓