

JOB DESCRIPTION

Job Title:	Independent Living Skills Coach
Service / Department:	The Limes
Reports To:	Service Manager
Responsible For:	n/a
DBS Check:	Enhanced with Adult and Child

Job Purpose:

At Salvation Army Homes, we are dedicated to providing comprehensive, good quality housing services, support and resettlement.

The Limes is a 26 bed Supported Housing provision for young males aged 18-25 years old.

This is a key post contributing to the delivery of Salvation Army Homes's support services to its residents. Working within our corporate aims and objectives you will deliver a person centred, outcome focused service to the young people.

You will be responsible for working in a strength based, trauma informed way to empower and enable young people to develop the skills to reach their full potential and move towards independence

Main Duties and Responsibilities:

- Act as a keyworker to a caseload of residents, coproducing their personal "My Journey" plan and enabling them to achieve their goals and aspirations.
- Work with residents using a coaching approach, addressing their physical, emotional, social and behavioural needs, supporting them to progress towards independence
- Build supportive relationships with residents living in our services whilst maintaining professional boundaries
- Deal with challenging behaviour in a trauma informed way, keeping within the boundaries of policies and procedures.
- Completing Support and risk management plans, undertaking regular reviews to ensure goals are identified and achieved

Move into the service

- Manage referrals and assess risk ensuring fair access to accommodation in line with the service criteria.
- To process referrals and promote accommodation vacancies by liaising with partner agencies. (e.g., Manchester City Council Commissioners & MAS Gateway).
- Oversee and carry out where necessary the basic cleaning and room turnaround tasks to ensure Salvation Army Homes' standards are maintained.
- Support residents when they are moving into the service, making sure they feel welcomed and have everything they need to settle in (including welcome pack)
- To meet with new residents at the point of move in or within 1 week of move in, as part of their induction and understanding of their tenancy responsibilities and rights.
- Ensure the properties are let to Salvation Army Homes' Standards and maintained as such, monitoring properties for damage or abandonment or misuse.

Maintaining of Quality and development of the service

- Support and empower residents to maintain cleanliness of communal and personal space in accordance with their tenancy / licence agreement.
- Establish good relationships with neighbours. Ensure any concerns or incidents they have are responded to professionally and quickly. Record and deal with any neighbour complaints in accordance with Salvation Army Homes procedure.
- To liaise and advocate with other agencies working with residents in the local area, maintaining positive relationships and accessing relevant services to meet the needs of the young people we work with
- Respond quickly to complaints and ensure any concerns or incidents reported are managed professionally and quickly.
- To contribute to the quality development of the service
- To work with the rest of the team to ensure the smooth running of the project and to ensure a safe and secure environment for the residents we work with
- To work with the activities coordinator to take shared responsibility for identifying and delivering a range of support interventions and activities, including the delivery of AQA accredited programmes that provide learning and growth for the young people we work with
- To take shared responsibility for enabling residents to be involved in coproducing the way the service is delivered
- To co-work with multi-disciplinary teams and operational management in the management of crisis and prevention of homelessness to sustain tenancies in line with statutory obligations and homeless prevention plans.
- To work with your line manager to continuously develop the role and the service in line with Salvation Army Home's mission and values
- To support residents through the Opportunity For Change process to address barriers that are preventing them from maintaining their licence agreement.

Move on from the service

- To ensure that residents who are ready to move on have an appropriate network of support and resources to enable a smooth transition to independent living
- Support residents with move-on, identify and explore move on options, and assist with applications e.g. Manchester Move, PRS applications
- Take appropriate action to terminate occupancy agreements including serving eviction notices where this is appropriate and agreed with the support team.

Additional duties

- To participate in regular supervision and annual appraisal to help identify your own training and development needs
- To work within Salvation Army Homes's safeguarding policy and procedures, ensuring a person-centred and contextual approach to safeguarding and that appropriate action is taken in order to safeguard the wellbeing of children, young people and adults at risk, protecting them from harm whilst respecting their rights, wishes and feelings

Administration Duties

- Regularly record on Salvation Army Homes's IT reporting system to ensure all information is available to all staff.
- Adhere to the administrative systems in place and ensure that communication within your immediate team and the wider team is effective.
- Maintain accurate records on all interactions with residents and work effectively with the housing management teams to ensure a joined up and beneficial service to Salvation Army Homes's residents.

Related Activities:

- Participate in essential training, role related training and to work in accordance with relevant Salvation Army Homes' regulations including, for example the Code of Conduct, Equality, Diversity and Inclusion, Safeguarding, Health and Safety and Information Security.
- Fulfil the role by being adaptable and flexible to the overall activity that is necessary to be successful and effective.
- Fully align with Salvation Army Homes' values and behaviours and to adopt an 'advantaged thinking' perspective through language, conduct and behaviour.
- Lone working is a regular requirement of the role.

PERSON SPECIFICATION

Qualifications and Memberships:

- N/A

Aptitudes and Abilities:

- Proactive and self-motivated with a can do attitude
- Demonstrable empathy with the resident group
- Ability to work in a coaching style to enable young people to address their physical, emotional, social and behavioural needs, whilst empowering them to move towards independence
- Confident and capable communicator with the ability to inspire, engage and challenge
- Great verbal, written and influencing skills
- Ability to think outside the box and come up with creative problem solving solutions
- Ability to motivate and coach young people to meet their goals and aspirations
- Ability to use a computer, e.g., Microsoft packages and capacity to successfully navigate support packages used by Salvation Army Homes
- Able to be flexible with working hours to accommodate a working rota in conjunction with the needs of the service and team members
- Willingness to take part in outdoor/residential activity on occasion
- Ability to plan forward, prepare and deliver life skills sessions
- Ability to demonstrate a clear understanding of safeguarding requirements and procedures
- Ability to assess and manage risk in the context of providing asset based support to young people

Experience and Interests:

- Experience of or knowledge related to working with young people
- Proven capacity to deal successfully with difficult and complex situations
- Understanding of wider support and funding opportunities available for engaging young people
- Experience of supporting vulnerable people or groups
- Capacity to understand individual action plans, personal development programmes and need and risk assessment

Values and Behaviours:

To be successful in this job you need to be fully aligned with our values and behaviours, along with working as part of #OneTeam, helping Salvation Army Homes achieve our mission. Our values and behaviours mean a lot to us. They help define how we should all work, what we're here for and this helps us to stand out from other providers and employers.

S

Servant Leadership — we help people thrive

Have we given our audience everything they need to succeed in their next step?

P

Passion — we love our work

Have we spoken boldly and with confidence?
Have we spoken out rather than stayed silent?

I

Inclusion — this is a team effort

Have we kept our communication simple and to the point? Have we used clear, accessible English?

R

Respect — we show respect for all

Have we given our audience credit for their intelligence? Have we advocated for our residents?

E

Empowerment — we have trust

Have we given the right context to our message?
Has our communication been story-driven?