

YMCA CREWE

HOUSING COACH Candidate Pack February 2024



Welcome

Thank you for your interest in the position of Housing Coach at YMCA Crewe.

The Housing Coach role is crucial to the work we do at our main accommodation at Gresty Road, working with up to 67 people who have experienced, or are at risk of experiencing homelessness.

The full job description is on page 6 of this document; you will see it is a varied role. During a single day, a housing coach may take accommodation enquiries, support an individual with their personal budgeting, do a health and safety tour of the building, organise a table tennis tournament and run a cooking session. No two days will be the same!

There is also a person specification on page 8—we are looking for someone who

Believes that everyone has potential
Is an inspiration to others
Can work creatively, think on their feet and refuses to give up
Has the highest aspirations for those people with the fewest choices
Retains a positive attitude in the face of daily challenges

The post holder will join a team of 6 committed Coaches and report directly to the Housing and Support Manager

This is a full time post, 40 hours per week; shifts are either 8-4, 9-5 or 2-10 and there will be approximately one weekend in seven, with 2-10 shifts on both Saturday and Sunday.

We are passionate and enthusiastic about our work and love an energetic “can do” attitude in staff!

Details about how to apply are at the end of this pack.

If you’d like an informal chat, please call me, Becky Parke, Head of Services and Impact on 01270 257673; otherwise please have a good read through this document, then fill in the application forms and return these by 5pm on Friday 23rd February 2024.

We look forward to hearing from you!

Becky

Becky Parke
Head of Services and Impact



About us

There has been a YMCA in Crewe since 1909, when an invitation went out in Crewe Chronicle inviting young men to meet some “jolly good fellows”!

Today the YMCA welcomes people of all ages, all genders, all faiths, all races, all backgrounds.

We have an asset-based, advantaged-thinking approach to all our work; we focus on strengths and view diversity of thought, culture, experience and traits as positive assets.

We have a number of different services in Crewe.

- We believe everyone should have **a safe place to stay**. Our aim is to provide a wide range of housing options to those who have experienced homelessness, designed to suit their individual needs. We have a variety of accommodation at our main project in Gresty Road, as well as some flats and houses in the local community.
- We work with **young people** who arrive in the UK unaccompanied and seeking asylum; this team also works with young people who are leaving the care system.
- We have a growing number of services in Crewe for **children and families**, including After School Clubs, Drop Ins for parents and carers and holiday villages.
- There is a new service offering **mental health first aid** to the community, perhaps a coffee and chat for those feeling isolated or just need to talk.
- Our services are supported by our **three social enterprises**, the GLO Café, room hire and our Property Maintenance



Our values

We believe that everyone has unique potential and skills to be explored and developed.
We will embed this belief in our work with service users, staff and volunteers.

We believe that a 'can do' approach is critical for facilitating change in people's lives.
We will foster and nurture this attitude in our work with service users, staff and volunteers

We believe in the Christian basis and mission of the YMCA.
We will seek to exemplify and embed Christian ethos in our organisational practice in all we do.

Our vision

Better lives and better futures for individuals and communities

- by beginning the end of the homeless experience, one person at a time
- by working with the talents of people making transitions to independence
- by engaging and supporting children and families and staying connected in the places they live

Our mission

YMCA Crewe is a Christian charity that responds to local need by creatively investing in the lives of individuals and the community through all our projects, including housing, learning, family support and working with children.

Our faith

Our faith underpins all our work and motivates us to sustain a Christian mission than is socially active.



Working at YMCA Crewe



YMCA Crewe currently has about 50 staff, 25 volunteers and 8 trustees.

We are an organisation that embraces a culture where our Christian based core values are at the heart of all we do.

We are committed to creating a workplace where all employees are given the opportunity to reach their full potential, feel valued and work effectively to achieve our goals.

We aspire to establish a workforce which reflects the diversity of the wider community.

We have a comprehensive health and wellbeing programme to support a healthy mind, body and spirit. The programme includes:-

- A full training package
- Free counselling through our Employee Assistance Programme
- Opportunities to attend conferences and visit other projects
- An onsite café with 20% off for staff
- Staff room refreshments
- An onsite gym
- A flexible working policy
- Vouchers for long service
- Away days
- Staff meetings to share good news
- Group life cover
- Company sick pay

Job description (page 1)

Job Purpose

YMCA Crewe provides supported accommodation for people experiencing homelessness or the threat of homelessness. The focus of Housing Coaches is to provide comprehensive intensive Housing Management, including:

- Responding to the immediate need for supported housing as part of the Accommodation Team for people ages 16+
- To assist in the management of the building and meet targets for void and rent management
- Contributing to preparing people for move on to independent living.

Duties and responsibilities

Selection and Allocation

- Deal with accommodation enquiries, both over the phone and in person setting up appointments for interview speedily and maximising voids.
- Assess referrals for accommodation using the Association's risk and need processes
- Ensure an interview is undertaken which makes clear the terms and conditions of the Licence agreement and resident rights and responsibilities.
- Ensure each new person is inducted into the accommodation thoroughly covering all aspects of Health and Safety and what people need to do in any kind of emergency or crisis.
- Each new resident is allocated a keyworker with each Housing Coach having an allocated number

Rent and Void management

- Liaise with Client Finance Officer regarding AMIS, housing benefit and licence issues.
- Ensure residents meet their financial obligations and budget effectively to cover their contribution and plan for the future.

Health and Safety

- Undertake health and safety tours of building as per the Duty Rota.
- Act as Fire Officer as per the rota.
- Be constantly vigilant regarding security in the building, including Visitors Policy
- To undertake a thorough and comprehensive handover with night staff at the start and close of shifts

Day to Day Work

- Follow up service user issues (including rent, room condition, rule breaking) using restorative practices and to agreed procedures
- Undertake ongoing needs and risk assessments with service users.
- Establish regularly reviewed Action plans with each resident based on goals that lead to sustaining independent living. For example budgeting and employability skills.
- Signpost and support residents to access agencies in the statutory, voluntary community and faith sectors that can support their additional needs including joint reviews.
- Undertake one to one and group sessions with residents geared to enabling them to develop the skills needed to live independently.

Job description (page 2)

- To actively participate in the learning and engagement programme that YMCA Crewe offers.
- Ensure that the views, aspirations, concerns and ideas of service users are actively sought and acted upon
- Use a range of strategies to address resident non-engagement issues.
- Works to link residents to move on and resettlement through developing working relationships with providers and landlords.

Communication and Administration

- Keep accurate records of the room situation spreadsheet
- Ensure service user data is captured appropriately and kept up to date using current systems
- To record incidents, events, and relevant information using the paper and IT systems provided, particularly serious incident reporting.
- Contribute to draft procedures when requested by Housing and Support Manager
- Attend daily briefings (leading when requested) and carry out SMART actions allocated by Housing and Support Manager
- Works closely with other agencies to ensure information is properly shared and communication lines are strong.
- Plays an active part in articulating and empowering the voices of residents through a number of forums including the residents committee.

Other Duties and Responsibilities

- Be part of an on call rota, or be trained to be part of an on call rota, depending on experience
 - Be fully versed with safeguarding to protect each individual from harm in accordance with current safeguarding legislation.
 - Ensure equality and diversity is embedded within service delivery
 - Work according to the policies and procedures of YMCA Crewe at all times
 - Actively participate in the supervision and training process to develop better services and continuous personal development
 - Undertake such other duties as may be reasonably be required
- Understand, embrace and promote the values of the Association, ie

We believe that each person has unique potential and skills to be explored and developed.
We will embed this belief in our work with service users, staff and volunteers.

We believe that a 'can do' approach is critical for facilitating change in the lives of service users.
We will foster and nurture this attitude in our work with service users, staff and volunteers

We believe in the Christian basis and mission of the YMCA.
We will seek to exemplify and embed Christian ethos in our organisational practice in all we do.

**The Job description is current as the date shown
In consultation with the post-holder, it is liable to variation**

Person specification

People skills (working with service users)

- Have an enthusiasm for seeing people thrive
- Able to employ a range of approaches to engage people.
- Able to bring new ideas and approaches to working with people
- Able to empower service users and ensure an atmosphere of peer support
- Using strong interpersonal skills, able to sustain meaningful contact
- Ability to build rapport with variety of clients, demonstrating awareness of different cultural and religious needs.
- Have a consultative approach to service delivery and is able to articulate the needs and aspirations of service users.
- A knowledge of the issues facing disadvantaged people
- Able to identify and resolve aggressive situations
- Resilient, able to recover quickly from difficult situations
- Display a positive, optimistic disposition

People skills (working with others)

- Ability to value differences in team members and work together effectively
- Able to work effectively with other agencies and organisations

Administration /planning

- Computer literate with ability to use Outlook, Word, Excel
- Able to identify risks and design control measures
- Able to manage own case load and effectively to meet targets and deadlines
- Able to plan and deliver sessions to achieve learning outcomes
- Able to report accurately, professionally and objectively
- Able to understand funding frameworks and apply where appropriate
- Able to share information clearly and concisely on a "need to know" basis
- Able to set SMART goals with clients

Other

- Able to drive (current licence)
- Desire to develop and learn
- Able to implement appropriate health and safety and safeguarding issues procedures when necessary
- Able to respect the Christian ethos of the Association

Key employment terms

- 40 hours per week, over 5 shifts 8-4, 9-5, 2-10
- Some evening and weekend work
- Salary 12.43 per hour, £25,852 per annum
- Responsible to Housing and Support Services Manager
- Company sick pay
- Pension contribution
- 4 x Life Assurance
- Health Assured Employee Assistance Programme

YMCA Crewe is committed to the active promotion of equal opportunity, both in the provision of services and as an employer of paid and unpaid workers.

YMCA Crewe is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

Any offer of employment will be subject to satisfactory references and Enhanced DBS check.

How to apply

- The closing date for applications is 5.00 pm on Friday 23rd February 2024
- These should be submitted by email to rachel.miller@ymcacrewe.org.uk
- Shortlisted candidates will be interviewed on Thursday 29th February 2024

