



JOB DESCRIPTION

Post: Progression Coach

Responsible to: Operations Manager – Supported Lodgings

Overall Objectives

1. Support young people toward independent living, through advice, encouragement and positive role modelling.
2. In conjunction with the young person, the Supported Lodgings Host and any professional working with the young person (e.g. Social Worker), to develop a SMART Goal Map / Progression Plan tailored to the young person's individual needs and aspirations.
3. To work in conjunction with Supported Lodgings hosts in housing and supporting a young person; to develop and deliver a Life Skills Programme individually tailored to the young person's specific needs.
4. To provide housing related services, support and advice, including advice on Benefits, Rent & Service Charges, Health & Safety, Managing a Tenancy and sourcing move-on options.
5. To promote the values and ethos of 3 Bridge Solution.

Key Competencies

1. Emotional Intelligence, empathy, patience, resilience, and the ability to remain calm and professional when facing challenging behaviours or situations.
2. Ability to analyse situations and take the appropriate action.
3. Plans and delivers own workload, manages own time, takes responsibility for actions and meets deadlines.
4. Supports and includes others, works in partnership and respects other views. Seeks to de-escalate conflict and promotes collaboration.

5. Awareness of unconscious bias, ability to work with people from a variety of different backgrounds, cultures and beliefs.
6. Awareness of own strengths and limitations; open to learning, development and to sharing knowledge and experience.
7. Shows commercial awareness, understands cost, adheres to budgets, and delivers value for money.

Main Duties

1. Support the needs of Young People

- 1.1. To identify the needs of young people through consultation and agreement with the young person and their support network, i.e. Social Worker, YOS Worker etc.
- 1.2. To carry out risk assessments in line with Policy or when necessary due to the changing needs and aspirations of young people.
- 1.3. Encourage and support young people to live as fully and independently as possible within the local community, providing information, emotional and practical support and guidance as appropriate.
- 1.4. Prepare young people for independent living through an individually tailored Life Skills Programme.
- 1.5. Support young people preparing to move-on to greater independence, including support through the move and resettlement into their new home.
- 1.6. Where relevant and safe to do so, to work with families and young people to ensure mediation services are made available and effectively seek to return young people home.
- 1.7. Be aware of potential safeguarding concerns and contribute to the protection of young people from abuse and support young people when they are distressed.
- 1.8. Liaise with other housing, health and social care professionals, benefits, welfare and advocacy agencies, and other landlords as appropriate.
- 1.9. Maintain up to date, accurate records including case notes, Goal Maps & Progression Plans, Risk Assessments, Incident Reports, Rent, Service Charges and Benefits pertaining to young people.
- 1.10. To be aware of and promote co production opportunities.

2. Working with Supported Lodgings Hosts

- 2.1. Support the Operations Manager to develop and maintain a network of appropriately trained and vetted Supported Lodgings Hosts.
- 2.2. Maintain regular contact / communication with Hosts and maintain accurate records.
- 2.3. Carry out Health & Safety checks within the Host's accommodation and deal with any concerns sensitively and promptly.
- 2.4. Appropriately raise any concerns relating to the Host's accommodation, visitors and report all significant concerns to the Operations Manager or Director.
- 2.5. To ensure any documentation, i.e. DBS, Health & Safety information is up to date and copies are maintained.

3. Housing Management / Health & Safety

- 3.1. To actively ensure all voids are dealt with promptly, this will include promoting void rooms to referral agents and welcoming new young people into the service.
- 3.2. To clear void rooms and prepare rooms for new tenants in accordance with void management and lettings procedures.
- 3.3 To liaise with Benefits and other appropriate Agencies on behalf of the young person to ensure timely payment of Housing Benefits / Rent.
- 3.4 To deal with all rent arrears in compliance with the Rent Arrears Policy and Procedure.
- 3.5 To deal with breaches of occupancy agreements sensitively and efficiently, in accordance with warnings and appeal procedure.
- 3.87 To deal with evictions and terminations of tenancies sensitively and efficiently.
- 3.91 To be aware of and work within Health and Safety legislation.
 - 3.3. To ensure young people and Hosts have up to date information on Health and Safety, and to support them to manage their home.
 - 3.4. To ensure regular Health and Safety inspections are carried out, to alert the

appropriate people and take action to ensure households are safe and secure.

3.5. To assess risk and take appropriate steps to reduce potential for harm to self and others.

4. General Duties

4.1. To ensure confidentiality of all personal data and to produce monitoring records and reports as specified in the GDPR and Data Protection Act 2018.

4.2. To adhere to clear standards, work plans and targets.

4.3. Participate in regular supervision, training and seminars and take responsibility for personal / professional development.

4.4. To work flexibly according to the needs of the service.

4.5. To participate in staff rotas – where applicable – i.e. weekends, evenings and On Call, adhering to Lone working Procedures at all times.

4.6. To contribute to quality assurance and monitoring systems and reports.

7.1. To ensure Equality policy and procedures are actively promoted in all areas of work, and that services are accessible to all.

7.7. To carry out any other duties appropriate to the post as directed by the Operations Manager, other Managers and / or Director.

7.8. To maintain professional boundaries, promote and uphold the values and ethos of 3 Bridge Solution.

PERSON SPECIFICATION

Progression Coach (Support Worker - SUPPORTED LODGINGS)

Essential / Desirable

1. KNOWLEDGE & EXPERIENCE

1.1 Minimum 2 years' experience working with Children / Young People and / or Vulnerable Adults **Essential**

1.2 At least two years' experience of working in housing and / or support services **Essential**

1.3 Understanding of the importance of Health & Safety, fire safety & and ability to develop good practice in this area

Essential

1.4 Experience of taking responsibility for your own workload & of undertaking a range of administrative & financial tasks applicable to the role

Essential

1.5 Computer literate with competency in MS Office software

Essential

1.6 A demonstrable understanding of the Care System and homelessness

Essential

1.7 A demonstrable understanding of the needs & challenges facing young people, including Safeguarding, Modern Slavery, Education & Employment, Discrimination, Drugs & Alcohol and Mental ill health.

Essential

2. SKILLS & ABILITIES

2.1 Clean Driving Licence with access to a vehicle

Desirable

2.2. The ability to create and monitor a SMART Support / Progression Plan with a young person and their support network.

Essential

2.3. Undertake safeguarding responsibilities in line with Local Authorities & 3 Bridge Solution policies and procedures

Essential

2.4. Ability to build positive relationships with young people and support them towards their goals and aspirations.

Essential

2.5. Ability to work independently and as part of a team

Essential

2.6 Ability to manage complex, challenging situations, whilst maintaining professional boundaries, appropriate language and behaviour.

Essential

2.7. Ability to be flexible and adaptable, manage your own time, plan your workload in advance, meet deadlines and commitments.

Essential

2.8. A demonstrable ability to communicate effectively and appropriately both verbally & in writing.

Essential

2.9. Willingness to embrace change, develop self and others as part of a growing, developing Organisation.

Essential

2.10. Ability to recognise & manage your own wellbeing and to seek support from colleagues

Essential

2.11 To represent the Ethos, Culture and professional standards of 3 Bridge Solution at all times

Essential