

JOB DESCRIPTION

Job Title:	Life Coach	
Responsible to:	Directly:	Team Leader
	Indirectly:	Housing Services Manager
Responsible for:	Directly:	N/A
	Indirectly:	N/A

Job Purpose

The Life Coach is responsible for the delivery of a needs led service for the welfare of tenants, developing and maximising their potential, personal growth and development. To effectively manage an assigned caseload to provide housing related support to tenants to enable them to maintain their tenancies and to achieve their aspirations for independent living. The duties will be determined by the individual needs of the tenant being supported. The context in which support is provided may vary according to the users’ needs and may include site-based support, housing management and support, and housing management support only.

Duties

1. To work with an agreed caseload of tenants to provide a programme of support in accordance with the Association’s ethos and values, legislation and good practice. Duties include, but are not limited to:

- a. Interviewing potential tenants, assess their suitability to be accepted into the scheme and to carry out appropriate viewings once an offer has been made to an applicant(s).
- b. Ensuring that residents are informed and, where necessary assisted, to access appropriate welfare benefits, health, welfare and other support service participating in a multi-agency approach as necessary.
- c. Ensuring that claims and applications to relevant bodies are made for benefits and move on accommodation, liaising with other housing, health and social care professionals, benefits, welfare and advocacy agencies, and other landlords as appropriate.
- d. Identifying tenants individual support needs, through consultation and agreement with the tenant/resident (and, where appropriate, their Social Worker). To ensure that all relevant agencies are involved in the support plan process to avoid duplication of support offered.
- e. Developing and implementing suitable individual support plans to ensure that identified support needs are met. To ensure a realistic support package and comprehensive resettlement programme is structured taking account of the service user’s own identified

YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.

needs and aspirations. To ensure that a support plan is in place one week after move-in for each tenant.

f. Providing high quality one to one support through regular key work sessions with tenants, helping the tenant to understand and overcome any barriers they have to moving forward.

g. Encouraging and supporting tenants to live as fully and independently as possible within the local community, providing information, emotional, organisational and practical support and training as appropriate.

i. Supporting and participating in life and social skills work, e.g. employment, education and training, personal hygiene, family mediation and activities.

j. Encouraging residents/tenant to participate and share responsibility for the day-to-day management of the accommodation and to attend tenant meetings as required. To work alongside tenant and participate in activities as appropriate.

k. Co-ordinating or signposting any additional support, tenants may require by liaising with internal colleagues and external agencies in relation to maintaining their accommodation.

l. Organising and supporting tenants who are preparing to move-on to greater independence through the move and resettlement into their new home.

m. Ensuring that YMCA Heart of England's strategy for tenant involvement is consistently implemented and ensures that all tenants have a voice and are empowered to use that voice both individually and as a group.

2. To ensure tenants understand their Licence / Tenancy Agreement(s), their rights and obligations, and report any breaches to the Team Leader or line manager. Duties include, but are not limited to:

a. Taking responsibility for ensuring that accommodation charges and rent are paid by tenants and income maximised.

b. Monitoring non-payment of rent and taking action in line with the agreed policy and procedure on arrears. To provide debt counselling where appropriate.

e. Liaising, consulting and actively supporting tenants' meetings, encouraging participation in decision making processes. To arrange/participate in tenants' meetings, as and when required.

g. Keeping voids to a minimum by ensuring applicants are sourced to move in and the property is cleaned, prepared and ready to let in the quickest time possible.

h. Keeping up to date with issues and legislation relevant to housing and support, welfare benefits.

3. At all times to act in accordance with the ethos and values of the association and the general standards expected of all employees of YMCA Heart of England, including
- a) To respect and promote the association's Christian ethos and uphold its values, namely:
 - **Inspire:** We inspire people to be the best they can be through their experience and interaction with us.
 - **Believe:** Our faith means that we believe in people's potential and have confidence for a positive future.
 - **Excellence:** We seek excellence and deliver quality services by setting high standards and going the extra mile.
 - **Compassion:** We serve others with compassion and kindness in order to transform lives and communities.
 - **Integrity:** Our ethos supports us to challenge ourselves and others to do the right thing at all times.
 - b) To promote a caring, helpful and unbiased attitude towards all employees, service users, trustees and members of the general public, and to maintain an impeccable standard of honesty and professionalism in all such dealings;
 - c) To uphold at all times the principles of equality and diversity and to report any discriminatory or abusive behaviour to your line manager (or if necessary, Senior Management) so that appropriate action can be taken
 - d) To adhere to YMCA Heart of England's Health & Safety, Equal Opportunities and all other policies and procedures, and to contribute as required to their review and development
 - e) To carry out any other duties not detailed in this Job Description, but in line with the overall purpose of the role, as directed by your line manager
 - f) To promote the activities of YMCA Heart of England in a positive way to all staff, service users, other organisations and the general public.

Person Specification – Life Coach

Criteria	Essential	Desirable
Alignment with Ethos and Values		
Good understanding of, and genuine respect for, the ethos and values of YMCA Heart of England.	X	
A wholehearted commitment to working and conducting self in accordance with the ethos and values of YMCA Heart of England.	X	
A wholehearted commitment to promoting the association's Christian ethos and to upholding its values within your area of responsibility.	X	
Good understanding of, and commitment to, the principles of equality and diversity.	X	
Skills		
Excellent numeracy and literacy skills.	X	
The ability to listen and communicate effectively.	X	
The ability to deal with difficult situations in a calm and competent manner.	X	
The ability to work well under pressure, cope with crisis situations, and meet deadlines.	X	
Excellent administrative, recording and reporting skills.	X	
The ability to work well with colleagues as an effective member of the team.	X	
The ability to work to instructions and prioritise your own workload independently using your own initiative.	X	
The ability to work in and adapt to a changing work environment.	X	
Have a flexible and solution orientated approach to work.	X	
PC literate, familiar with Microsoft packages such as Word, Excel and Outlook or similar packages.	X	
The ability to multitask, effectively organise your time and plan ahead.	X	
Work on a rota with varied shift patterns and work weekends.	X	
Knowledge		
Knowledge of Safeguarding and current legislation.	X	

A working knowledge of welfare benefits, particularly Housing Benefit.		X
An understanding and experience of the needs of people with support needs.	X	
Knowledge of external bodies associated with or affiliated to supported housing.		X
Current in depth knowledge of housing issues and legislation, particularly relating to issues around homelessness.	X	
A thorough knowledge of Health and Safety and risk assessment requirements.	X	
A working knowledge of the issues faced by disadvantaged or vulnerable people.	X	
Experience		
A minimum of 12 months' experience of working people who are homeless or at risk of losing their accommodation.	X	
Experience of working with socially disadvantaged groups of people within a supported environment.		X
Experience of working with people who have support needs (This may include care of family members, voluntary work or paid employment)	X	
Experience of lone working and dealing with challenging behaviour.	X	
Experience of working within a residential setting or in a supported housing environment.	X	
Experience of report writing and completing statistical reports.		X
Experience of working in and handling stressful situations.	X	
Experience of working within a fast-paced environment.	X	
Qualifications		
Educated to a good general level of education, equivalent to GCSE Maths/English or equivalent.		X
NVQ Level 3 in Health and Social Care or willing to work towards qualification.		X
NVQ in Advice and Guidance diploma or willing to work towards qualification.		X
Chartered Institute Housing (CIH) qualification or willing to work towards qualification.		X
First Aid & Food Hygiene Certification.		X
UK / EU Driving Licence or the ability to travel to other sites.		X

YMCA