

Job Description

Job Title	Journey Coach	Department	Care and Support
Grade (if applicable)	E2	Location	Kent Homeless Connect

Job Purpose

The Journey Coach is responsible for the delivery of individual, positive outcome focused support packages to clients of Riverside's supported schemes and Floating Support and ensuring that the support service promotes empowerment and independence.

The emphasis will be on using coaching methods to empower clients on their journey.

It is imperative to work as part of a staff team committed to "best practice" in the social housing field working proactively with clients in achieving their personalised support outcomes.

The team approach will cover the services in the Kent Homeless Connect pathway within a district and will include pre-tenancy relationship building with potential clients referred from the outreach team, accommodated clients and those referred in to the floating support service.

Accountabilities or "What You Have to Do"

- Delivering a 'best practice' support service, appropriate to clients' needs.
- Ensuring the delivery of individual personalised support packages, reflective of different client needs, including culture and diversity issues.
- Assisting clients with day-to-day tenancy issues, payment of rent, claiming benefits.
- Knowledge of 'best practice' in both crisis intervention and planned support working.
- Undertaking referrals and assessments of potential clients, working with them to identify the most appropriate housing solution for their needs using a strengths-based approach.
- Ensuring clients have access to relevant external support services.
- Working with clients to agree and set goals and actions.
- Meeting clearly defined client outcome targets through key-working, support plans, risk assessments and other interventions.
- Ensuring that opportunities for education, training and employment opportunities are integral to the support service. The aim being to enable clients to develop the life skills to live as independently as possible.
- Maintaining accurate and timely records of all activities including the maintenance of a support planning database.

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- Providing practical support and information to clients when entering the service and throughout their involvement with the service, e.g., assisting clients in the completion of occupancy agreements and welfare benefit claims.
- Working in line with 'health and safety' and safe guarding requirements to ensure the overall safety and security of the client.
- Report repairs and maintenance needs on behalf of the client following agreed procedures.
- Promote and encourage a high level of client involvement, consultation and communication.
- To understand your role in the organisation and to be accountable for your contribution to maximise profitability
- To understand how your job contributes to the overall purpose of the organisation and be accountable for delivering it in the most efficient way.
- To understand that your efforts will be client led and be accountable for positive and tangible outcomes.
- To understand that Riverside is a nationally focused organisation and to be accountable for adhering to the agreed corporate policies and procedures.
- Working as part of a multi-disciplinary staff team and meeting the requirements of a rota system, ensuring support is available across all schemes in the cluster.
- Actively involved in team meetings and attend regular supervisions.
- Working with colleagues to ensure key performance indicators (e.g. voids and arrears) are being met.
- Working in line with company policies and procedures and the requirements of funders and stakeholders to ensure effective service delivery.
- Working in line with other key agencies, both in statutory and voluntary sectors.
- Ability to use appropriate IT systems and maintain professional and timely records.
- Attending appropriate training and development opportunities as required.
- To provide a high quality, customer-orientated service
- Constantly review work outputs, setting improvement targets and appraising individual performance.
- Participate in the work of the Divisional team, encouraging innovation
- Undertake personal development and training as necessary to keep up to date with legal, political, financial and other developments in the fields of housing and customer service.
- To ensure compliance with Riverside's Equality and Diversity policy, in respect of employment and service delivery.
- Ensure that all data is compliant with legislation and policies relating to data quality

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- To actively promote Riverside locally.
- To ensure compliance with Riverside's safeguarding policies and procedures in every aspect of service delivery.
- Any other relevant duties as required by the designated manager.

Knowledge, Skills and Experience

Essential

- Experience of working with vulnerable client groups.
- Experience of delivering structured support in either housing or social care.
- To demonstrate IT Skills to include a basic proficiency in Microsoft Office including Word and Excel as well as a willingness to learn specific IT systems used within Care and Support; and complete relevant IT training where required.

Desirable

- An understanding of:
 - Psychologically Informed Environments (PIE's)
 - Trauma-informed Care (TIC)
 - A strength-based approach to supporting vulnerable people

Competency Framework

Deliver the Vision

- Focuses on the company's goals, understands its direction and contributes to its overall success.

Focus on Performance

- Takes ownership of the performance and development of themselves, supports the development of others.

Strive for Excellence

- Continually looks for ways to improve the service provided by self, team and the organisation.

Be Commercially Minded

- Aware of the need to add value to support economic, sustainable growth for the organisation.

Additional Information

- The role holder is expected to be committed to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken.

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