

LEVEL 1 – SERVICE DELIVERY

Christian Action Housing Association



Youth Coach

Location: Service based - Enfield / Haringey

Salary: £

Hours: 37.5, on a shift rota within the hours of 8am to 10pm

Reporting to: Service Manager

Role Level: 1, Service Delivery

Who we are

Our Association was founded in 1966 by a group of local church groups in response to the desperate need in the local area for affordable rental housing. Christian Action has grown into a vital local provider of accommodation in four North London boroughs. We are a diverse, fun and friendly team whose mission is to provide high quality and affordable support and services to those in housing need.

What we do

We are proud to be a local landlord and business, connected to our local community. Across Enfield, Barnet, Haringey and Waltham Forest we provide affordable housing, managing around 1600 homes and we continue to strive to provide more much needed services. We run essential supported living accommodation and services for young people, helping them to achieve independent living and a bright future. We have a number of retirement schemes for older residents, offering peace of mind and an opportunity to remain independent and in their local community.

Working for us

What makes Christian Action special is our employees. Situated in the heart of Enfield, we have a team of 100 dedicated and knowledgeable professionals who help to deliver excellent and innovative housing and support services. Through our shared values our team brings something extra to this housing association that means we truly offer a local service that makes a difference. In return we offer our employees a chance to develop, to make a difference in their local community and to be part of a supportive team.

What we're offering

- 25 days holiday plus bank holidays (pro rata)
- Health care cashback scheme
- Employee assistance programme including free counselling and legal advice
- A supportive and friendly working environment
- Generous pension scheme

Welcoming to all

Christian action housing is a 'Disability Confident Employer', and we are committed to making our recruitment process open and fair, and we will work with individuals with a disability to make our roles accessible wherever possible. We welcome and embrace those from all faiths and none. We are an anti-racism organisation and have a zero tolerance on racism and all forms of bigotry.

If this sounds like you, we would love to hear from you! Please send in your CV and supporting statement to hresources@christianaction.org.uk or click the **APPLY** button



Role Purpose

Our youth coaches are an essential part of our Supporting Housing team. They provide excellent service and support to young people aged 16-24 yrs. Through coaching, discussion and guidance they help the residents in our service to work towards independent living. Our youth coaches inspire young people to know that they matter, that they can reach their goals and be the best they can be.

Core Responsibilities

- Coaching young people to achieve independent living skills and become an active part of society, in order for them to successfully move on from the service. This can involve all elements of the individual's well-being including financial, mental and physical.
- Working creatively, using a range of methods to get results and achieve excellent outcomes. This includes working practically alongside a young person to carry out essential life tasks.
- Engaging young people in education, employment and training, referring to our engagement team when appropriate.
- Building excellent relationships with young people and all external professionals
- Develop, lead and support life skills workshops in partnership with the engagement team
- Supporting young people to adhere to house rules including challenging unacceptable behaviour and anti-social behaviour
- Contribute to the wider team and share examples of good practice
- Supporting young people to maintain their licence agreement and all areas of housing management such as paying rent and maintaining Universal Credit and Housing Benefit
- Creating a safe and secure environment for young people to live in, contributing to the smooth running of the building, reporting repairs and health and safety hazards.
- Maintain confidentiality of all sensitive information and data relating to clients in line with GDPR
- Work flexibly when needed to maintain sufficient levels of staff cover at all young people services
- Uphold our values working collaboratively with colleagues across the Association
- Demonstrate the Association commitment to building a diverse and inclusive organisation
- Any other duties that may be reasonably required

Day to day activities

- Meet regularly with your clients, providing effective coaching and guidance on all areas of the young person's life and refer to external agencies where appropriate.
- Encourage young people to live a healthy lifestyle and encourage social activities.
- Develop support plans and risks assessments, and review and record information accurately using our in house system.
- Complete essential paperwork and documentation to a high standard, and in line with policies and procedures, including risk assessments, support plans and contact log.
- Accurately maintaining our database with up to date and succinct information
- Complete 'sign up's' for young people who are commencing their stay with us.
- Work collaboratively across teams to ensure vacant properties are available as soon as possible.
- Attend and facilitate House meetings with young people
- Carry out required health and safety checks, reporting them in line with company guidance
- Report repairs accurately and in good time following our policy and procedure
- Work proactively with the youth panel to ensure that the young people's voice is heard, respected and acted upon
- Take responsibility for the service whilst lone working, ensuring incidents are dealt with effectively and reported appropriately.

Who we are looking for

Your skills, qualifications and experience

Essential

- Passionate about working with young people
- A proven track record of enabling young people to achieve their goals.
- Resilience and flexibility in the way you work with others
- A positive outlook with the determination to succeed
- Coaching skills
- Excellent organisational and administration skills and experience of creating SMART action plans.
- Experience of working with safeguarding legislation and how it relates to working with young people and vulnerable adults.
- Ability to work with figures in order to advise on benefit claims and rent accounts.
- Experience of working in a busy environment and the positivity to take on new challenges.
- Plan and deliver workshops
- Able to work through processes including making online applications.
- Manage own workload, to meet conflicting deadlines and prioritise work accordingly.
- Use initiative, work independently and as part of a team
- Confident when lone working, taking responsibility for the service in the absence of a manager
- A good knowledge of Microsoft Office including Outlook, Word and Excel.

Desirable

- Knowledge/experience of working in an advantaged thinking setting and following this ethos.
- Previous experience in a supported housing environment
- Experience of working with challenging behaviour
- Experience of reporting and documenting health and safety hazards.
- Experience of applying for funds to support young people in achieving their personal goals
- Knowledge of benefits system and a track record of helping young people to maintain their benefit claim
- Ability to use your own talents and skills to inspire young people e.g. sports, crafts, cooking.
- Educated to A level standard
- Youth/Community or similar degree level qualification / NVQ level 3 in health and social care

Our Values

We ask all our employees to live our values, and to demonstrate them every day in the work that we do.	Care	Connect	Champion	Commit
	We protect the health, safety and wellbeing of our customers and staff and maintain our properties with care	We listen to you and seek out opportunities to connect with our customers and local communities	We champion and celebrate differences and positively challenge each other to improve	We do what we say, learn when things go wrong and continuously improve the quality of our services

Our Competencies (Level 1 - Service Delivery)

<p>These are the key behaviours we expect from our team.</p> <p>We will use these competencies to make recruitment decisions, to develop your skills and to measure your performance in your role.</p>	<p>Communication</p> <p>Polite and approachable in interactions with colleagues and clients. Demonstrates effective listening and questioning skills. Gets the right information to the right people in a timely way. Able to share ideas clearly and simply.</p>
	<p>Customer Service</p> <p>Takes personal responsibility for dealing with customer enquiries. Understands our services and helps customers get what they need. Interacts in a professional and positive manner with all customers. Cares about delivering high quality services.</p>
	<p>Teamwork</p> <p>Works with others to ensure projects and tasks are complete. Asks colleagues for help when needed. Responds positively to requests for help from internal and external partners. Considers the impact their own actions may have on others.</p>
	<p>Working efficiently and effectively</p> <p>Tasks are done on time and targets are met. Organises workload to manage busy periods and quiet times to good effect. Suggests ways to improve current working practices. Learns from mistakes.</p>
	<p>Value for money</p> <p>Understands, promotes and embraces our value for money culture. Challenges the established way of doing things to maximize value for money. Understands the relevance of both cost and quality in products and services.</p>
	<p>Leadership</p> <p>Treats people fairly and consistently. Gives appropriate recognition for success or good performance. Encourages and seeks out feedback and makes positive improvements. Acts as a role model for others through excellent delivery of services.</p>