



Spring

Housing
Association

Support Coordinator

Next Steps Accommodation Project (NSAP) – Stratford-upon-Avon)
Part time – 18.5 hours with potential to increase to 23hours
Fixed Term until July 2024

Applicant Information Pack

Spring Housing Association is dedicated to safeguarding all of our customers, and expects staff, volunteers and contractors to share this commitment.

Applicants must be able to undertake a DBS check and provide a satisfactory certificate if required, together with evidence of your current right to work in the UK.

At Spring Housing we are committed to diversity and inclusion, and positively welcome applications from everyone.



MISSION STATEMENT

“To create long term prosperity by investing to prevent homelessness, poverty and social isolation and to inspire and unlock people’s potential”

AIMS AND OBJECTIVES

- To provide high quality accommodation for people in housing need
- To prevent and reduce Homelessness
- To assist people on a journey away from housing need towards a future of stability, happiness, and independence

OUR VALUES

- ✓ Positivity and Giving Opportunities
- ✓ Creating Quality Homes and Happy Lives
- ✓ Building Memories and Focussing on Futures
- ✓ Proudly Supporting Each Other

THIS IS US!



About Us:

Spring Housing Association formed in 2014 and became a registered charity in August 2015.

We are a charity working with people in need of accommodation and tenancy related support across the West Midlands. We work in conjunction with the private sector and housing associations to provide general needs and specialist services to care leavers, people who are homeless or at risk of homelessness and refugees.

We deliver a range of person-centred services to support individuals to *obtain*, *maintain* and *sustain* accommodation long term.

We currently employ over 100 staff and operate throughout Birmingham, Worcestershire, Herefordshire and Staffordshire.

We provide *exempt* accommodation housing and support solutions across 6 geographical regions and 15 local authorities.

We really value our staff team – they are the reason Spring provides excellent services. Our staff embrace and live our values on a day to day basis.

In 2020, Spring came **31st** out of the Best **100** Not for Profit Organisations to work for and **7th** out of the Best **25** Housing Associations to work for (Sunday Times Best Companies to work for). This was a massive achievement for us, beating many well-established organisations to get this placing, and clearly shows the level of engagement from our staff.

We welcome feedback to continually strive to improve the working environment and experience for our customers. Recent newcomers to Spring said...

- "I like the can-do attitude."
- "Great variety of work and pleasant people and atmosphere".
- "The ethos of the organisation is something that other organisations should aspire to have and you can really feel that the ethics are carried at every level from top to bottom."

Comments from New Starters – February 2020

Benefits of Working with Spring:

- ✓ Flexible working hours including part time hours, evenings and weekends
- ✓ 30 days per annum including bank holidays
- ✓ 1 day's paid leave (pro rata) on your birthday
- ✓ Contributory pension scheme
- ✓ Health4All – Cash Plan. Individual cover provided after 6 months service with the option to upgrade
- ✓ Bike to work scheme - lease a new bike and spread the cost over/up to twelve months interest free payments
- ✓ Employee assistance programme – free confidential advice and counselling
- ✓ A commitment to staff training and development.

Thank you from Dominic Bradley



Dear Applicant,

I would like to thank you for your interest in working with Spring Housing.

I'm really excited by the direction Spring is taking as an organisation. We started in 2014 to get back to the original ethos of why housing associations were initially established, we saw that the housing crisis was getting worse and that homelessness continued to be a major issue across the Midlands and we wanted to use our relationships with private sector landlords to bring private houses into social use for social purpose.

We believe we are still living to our original purposes and making a real difference to our customers lives.

We have only been able to do this through the dedication and commitment of our staff. They have been fundamental in the lives of our customers and the success of our services to date.

I'm sure, if you are successful that you will see what makes Spring different!

We are a relatively new organisation with a "can-do" attitude, and diverse in our services and people. It's a really exciting place to work and you will be joining and contributing to an organisation with a real passion to make a long-term difference to the lives of our customers.

If you are successful in your application, we will assist you to settle into your new role and team as quickly as possible.

I hope that you find this information useful and informative during the application process. If you require further information, please email recruitment@springhousing.org.uk or visit our website

Yours sincerely,

Dominic Bradley
Managing Director

Job Advert – Support Coordinator

Housing First (Next Steps) - (Stratford-upon-Avon)

Part time – 18.5 hours with potential to increase to 23 hours subject to Contract award

Fixed Term until July 2024

We are currently looking for a Support Coordinator to work as part of a team to further develop our Next Steps Accommodation Project (NSAP) within the Stratford-on-Avon district. The overall aim of the project is to support individuals off the streets or out of precarious housing situations to sustain and maintain their accommodation, reducing the incidence of rough sleeping and repeat homelessness by adopting Housing First principles

The Ideal candidate will have excellent written and verbal communication skills and the ability to manage and prioritise your workload according to the changing demands of the service.

In particular, you will need:

- ✓ A commitment to and understanding of supporting and meeting the needs of vulnerable people
- ✓ Solid experience in a previous support work role
- ✓ Strong work ethic is essential
- ✓ To be assertive, confident and resilient; ability to not let the work phase you
- ✓ To show leadership qualities; skills of a strong negotiator; ability to advocate and be diplomatic
- ✓ To be non-judgemental, empathetic and tenacious
- ✓ To have a sense of humour, be personable and accept that things won't go as you think
- ✓ To be good at recognising the need for, and ensuring, self-care due to the intensity of the work
- ✓ The ability to work effectively with partner agencies and develop contacts and networks across a wide range of local services to enable effective signposting
- ✓ The ability to promote the service locally and engage
- ✓ The ability to work flexibly, creatively and in a solution focussed way
- ✓ NVQ level 3 (or above) in Health and Social Care
- ✓ Excellent written and verbal communication skills and the ability to manage and prioritise your workload accordingly
- ✓ Flexible with your working hours to meet the needs of customers where appropriate.
- ✓ Driving licence and access to a vehicle
- ✓ DBS check required

We have a Candidate Privacy Policy which is in line with the EU General Data Protection Regulation (GDPR) effective from 25 May 2018. The updated Privacy Policy has been designed to make our data processing activities as transparent as possible. We encourage you to take a look at the updated documents, and if you have any questions, please contact us. As part of our commitment to making Spring a great place to work, we offer a comprehensive reward and benefits package.

*** Spring Housing Association takes safeguarding of vulnerable people seriously - all applicants will be subject to Safer Recruitment Checks***

Application: For more information please see our Application Pack on our website -

<https://springhousing.org.uk/jobs/>. Please send CV with short covering letter outlining why you are interested in this role via the indeed portal, if you are invited to interview you will also need to complete an application form.

Job Type: Part time role – 18.75 hours, potential to increase to 23hours subject to contract award.

Location: Stratford-on-Avon District

Salary: up to £22,500 per annum (pro rata)

Closing Date: Thursday 14th April 2022, 5pm

Interview Date: Wednesday 27th April 2022

More about the Role

Background Notes

Housing First has been operating in the Stratford-on-Avon District for 6 years. The project has been operating for nearly 1 year out of 3 year contract which will operate alongside other commissioned services. Housing First is a model which has been successfully utilised across the region bringing together accommodation and support in a flexible intensive approach.

Principles of Housing First model

Housing First England has developed a set of principles that underpins the support to be provided by this service (<http://hfe.homeless.org.uk/>):

- People have a right to a home
- Flexible support is provided for as long as is needed
- Housing and support are separated
- Individuals have choice and control
- An active engagement approach is used
- The service is based on people's strengths goals and aspirations

The overall aim of the project is to support individuals off the street or out of precarious housing situations and ensure accommodation offered is sustained in the long term, thus reducing the incidence of rough sleeping and repeat homelessness.

CORE principle of this service:

Reducing the incidence of rough sleeping and repeat homelessness within the District by:

- Promoting the dignity, independence and self-determination of customers.
- Working with customers to set goals and supporting them to realise their potential.
- Promoting opportunities for services to be delivered in a more personalised way.
- Responding flexibly to changes in customers circumstances.
- Consulting with and involving customers in aspects of service development and delivery.
- Committed to developing and maintaining positive relationships with stakeholders and the local community.

Please read through the Person Specification carefully. If you feel there are requirements that you are currently lacking, do feel free to make an application if you feel you have the motivation and potential to learn quickly on the job while also delivering the programme.

Further discussion

If you want further information, then feel free to drop me a line with any queries. You can also contact me to arrange a mutually convenient date and time to discuss things:

Elaine Li - Elaine@springhousing.org.uk

Job Description and Person Specification

Section 1 - Role

Post:	Support Coordinator
Reporting to:	Head of Service
Directive:	Housing
Grade/Salary:	£22,500 pro rata
Car user:	Essential

Section 2 - Key Tasks and Responsibilities

To work alongside the Service Manager to develop our new Next Steps Accommodation Project (NSAP) within Stratford-on-Avon District. The overall aim of the project is to support individuals off the street or out of precarious housing situations into specifically procured accommodation. By working alongside other agencies, you will work flexibly with the customer to maximise their chance in sustaining their tenancy and live healthy, happy and independent lives within the community.

Your role will be to develop pathways for individuals to access education, training, volunteering and employment as well as accessing and utilising specialist support agencies to provide greater opportunities and life chances to individuals. You will work with customers to understand their rights and responsibilities as tenants and maximise chances of them sustaining their tenancies.

Our customers have a variety of support needs and may have experience of offending behaviour, mental health issues, substance misuse including exploitation, issues around family breakdown, neighbourhood disputes and anti-social behaviour.

The focus of your role will be to support to tenants to build resilience, improve wellbeing and move towards independence and ultimately sustaining their tenancy. You will work in a strength based and trauma informed approach supporting tenants to make positive choices and actions in the areas of:

- Accommodation and living independently
- Health & Wellbeing
- Financial Inclusion
- Community engagement
- Education, training & employment

The service outcomes are to:

- Reducing the incidence of rough sleeping and repeat homelessness within the district
- Ensure tenancy sustainment with customers accessing our Next Steps Accommodation Project (NSAP) by providing holistic yet solution focused support service.

Section 3 – Duties

1. Provide contact, advice and guidance to customers, this includes practical and emotional support e.g. Housing, food, safety, welfare rights, support through asylum process and criminal investigations, signposting to employment/education and training opportunities.
2. Delivering regular drop in services to individuals to increase confidence and control for individuals, opportunities to increase practical skills and develop peer support. Utilising a range of specialist agencies to increase life chances for individuals.
3. To effectively case manage from initial assessment to risk management ensuring positive transitioning through the service utilising the outcome star methodology.
4. To deal with enquiries from individuals and members of the community as well as the general public.

5. To maintain robust records of interaction and engagement to demonstrate service effectiveness, customer outcomes and to support strategy development
6. To work closely with the local authorities to ensure contact compliance and service development.
7. To liaise with, and give advice to, workers on the needs of the customers accessing the service
8. Ensure all relevant forms, data bases are regularly kept up to date
9. Monitor outcomes and completion of KPI frameworks on monthly basis
10. Maintain 100% contact with customers within the service tracking success and outcomes
11. Liaise with referral/assessment agencies
12. To prevent repeat homelessness through proactive housing management duties such as rent monitoring and ensuring the property is maintained to a good standard
13. Attend and contribute to regular meetings and relevant forums
14. Ensure safeguarding, health and safety are adhered to.
15. To undertake other duties as instructed by the senior management team and within the post holder's experience and expertise.
16. To carry out administrative and other functions

This job description covers the current range of duties and will be reviewed from time to time. It is Spring Housing aim to reach agreement on changes, but if agreement is not possible, Spring Housing reserves the right to change this job description.

PERSON SPECIFICATION

	Essential	Desirable
Education and Qualifications <ul style="list-style-type: none"> • Good standard of education (Maths and English GCSE or equivalent) or equivalent experience gained in a work related environment • NVQ level 3 (or above) in Health and Social Care 	✓	✓
Experience <ul style="list-style-type: none"> • Experience of delivering intensive support to vulnerable adults • Experience of working with vulnerable adults • Experience of working within policies, procedure frameworks • Ability to work with different customers, demonstrating awareness of different cultures and religious beliefs • Ability to deal with challenging situations calmly and effectively ensuring risks are reduced 	✓ ✓ ✓ ✓	✓
Knowledge and Understanding		

<ul style="list-style-type: none"> • Knowledge of the housing benefits system and housing provision • Understanding of specialist support agencies for vulnerable people • Understanding of housing management systems • Knowledge and understanding of external partner agencies • Good understanding of IT systems including word, excel, email • Understanding of the effects of homelessness has on individuals • Understanding of the need for and observe confidentiality at all times • Understanding of health and safety and risk management 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ 	<p style="text-align: center;">✓</p>
<p>Abilities and Skills</p> <ul style="list-style-type: none"> • Ability to work on own initiative • Ability to work as an integral member of the team • Good organisational skills and an ability to prioritise and manage work to deadlines • Ability to change and adapt to demands in a fast moving environment • Effective interpersonal and communication skills 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ 	
<p>Behaviours</p> <ul style="list-style-type: none"> • Sensitive to customer needs with a strong commitment to delivering high quality service • A positive approach to work • Commitment to operating within Spring's organisational values and promoting the organisation with other organisations and agencies • Promotion of equality of opportunity for vulnerable people • Recognise and value all aspects of diversity 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ 	
<p>Additional Job Requirements</p> <ul style="list-style-type: none"> • Full driving licence and access to a vehicle • Able to work at weekends and evenings if required • DBS Check 	<ul style="list-style-type: none"> ✓ ✓ ✓ 	