**Progression Coach**

**Job Description**

**Responsible to:** Progression Manager

**Responsible for**: N/A

**Hours of Work:** 20 hours per week, generally Monday to Friday, however working with flexibility to meet the needs of our clients with occasional evening and weekend work

**Work Location:** Roxeth Gate, Ventura House, Greenford and Northolt Grange. (Being home based is not an option for this resident focussed role.)

**Job Purpose**

As one of YMCA St Paul’s Group’s Progression Coaches you will deliver holistic support to people affected by homelessness, who are some of the most excluded vulnerable people in society.

The primary role of the Progression Coach is to ensure that all clients within their services progress with all Progression activities (which include Education, Training, Employment and Volunteering (ETEV) and Engagement and Empowerment) and participate in Health and Wellbeing activities.

All of your work with our clients will aspire to develop their full potential in mind, body, and spirit – inspired by, and faithful to, our Christian values.

**Organisation Context**

##### YMCA St Paul’s Group (SPG) is the largest YMCA in Europe and a leading provider of supported housing in London and beyond, providing a safe place to stay to about 1,200 young and vulnerable people each night.

* We provide housing and support to those in need of a place to call home and support them with services that empower them to build a positive future.
* We support children, young people, and families to be safe, healthy, connected and confident.
* We bring people together by encouraging them to be healthy, physically, and mentally.
* We help nurture an environment where people of all faiths and none can understand and express the love of God.
* We empower our residents, staff and users by providing them with excellent service and welcoming properties where they can thrive.
* We enable the Charity to respond to the future with an equipped and empowered workforce that is flexible and agile.
* The vision of YMCA St Paul’s group is to empower young people by providing the resources and support so they can thrive.  We wish to create inclusive, active and healthy communities where everyone can flourish.

Our approach is informed by our Christian faith and we work with fellow community collaborators to see this vision realised. Our core values underpin the way that we deliver our work, and our aim is to create an inclusive culture where our staff, residents and customers feel a sense of belonging and are able to be their authentic selves.

**Duties and Responsibilities**

* Responsible for planning and delivering Progression (ETEV and Engagement and Empowerment) activities, including regular Progression events.
* Work synchronously with Housing and Support Officers to assess and address all areas of development identified using a client-led Homelessness Outcome Star supporting planning approach, aiming to create stability and structure for our clients.
* Delivery of Progression events will include logistical planning, risk assessments and responsibility of communication of Progression events, as delegated.
* Respond promptly where barriers to learning are identified by carrying out proactive intervention strategies referring clients to relevant support where required and monitoring their progress and altering actions to ensure success.
* Responsible for working directly with all Housing, Care and Support clients and residents, all levels of YMCA SPG staff and other agencies/partners, voluntary organisations, and statutory government department representatives as appropriate and as delegated.
* Responsible for developing and supporting a partnership approach with partner organisations in the public, private and voluntary sector, which supports the delivery of efficient, effective Progression opportunities.
* To work with the wider Housing service in support of the delivery Progression priorities (ETEV and Engagement and Empowerment) including attending out of hours meetings and responding to difficult local situations as needed.
* Meeting and exceeding any local key performance indicators or contractual obligations relating to the delivery of Progression activities within Housing, Care and Support services.

***Finance and Budgetary Management***

* To have delegated responsibility for spending against local Progression budgets, as delegated.
* Maintain accurate financial and performance records and produce reports as and when required by management.
* Provide information and feedback to the Progression Manager to prepare for annual budget setting or any financial reforecasting or planning.
* Identify alternative sources of funding for new pieces of work, working with the Communication and Fundraising team where appropriate.

***General – All Staff***

* Able to proficiently use IT systems, including working with databases, Microsoft office, email, internet
* Attend all relevant training and development programmes.
* Attend all relevant cross departmental, and Corporate Office meetings as and when required.
* Undertake any other duties as requested by line manager.

**Scope and Limits of Authority**

* The role is considered a frontline Housing and Support staff grade and should defer to the Progression Manager where there are issues relating to Safeguarding or are facing challenges with which they need support.
* Decisions and activities relating to the Progression of our clients should be led by the client themselves, in coordinated collaboration with relevant Housing and Support team staff and management

**JOB TITLE**

Person Specification / Key Competences

|  |  |
| --- | --- |
| **KNOWLEDGE & EXPERIENCE** | |
| **Essential** | **Desirable** |
| A demonstrable track record of successfully using coaching psychologically informed approaches with people who have experienced homelessness, social exclusion, or other similar experiences.  Experience of delivering advice and guidance or coaching to complex needs individuals, ideally working to matrix standards  Ability to review and appraise the development of members and use this information to develop learning/ progression plans  Knowledge of issues affecting homeless people including mental illness, addiction, benefit system and housing  Ability to identify, manage and minimise potential conflict situations | Recognised qualification in teaching, training, coaching, or mentoring |
| **KEY COMPETENCIES & SKILLS** | |
| **Essential** | **Desirable** |
| **Key Competencies** |  |
| **Customer and quality focus** |  |
|  |  |
| **Collaboration** |  |
| The ability to work with a range of stakeholders to provide personalised support and find solutions for clients who have faced multiple exclusions |  |
| Able to develop and maintain positive working relationships with others |  |
| Able to form non-judgemental and constructive relationships, especially with vulnerable people, whilst holding clear boundaries |  |
| Able to confront difficult situations and reconcile different viewpoints |  |
| **Achieving Results** |  |
| Able to produce reports and present work analytically |  |
| **Communication and influencing** |  |
| Excellent communication and interpersonal skills |  |
| **Inclusivity & Diversity** |  |
| Able to work effectively within, and successfully implement, an Equal Opportunities Environment |  |
| Able to work effectively in an Equal Opportunities & Diversity environment |  |
| Able to respect the Christian ethos of the YMCA and uphold its values |  |
| **Planning and organising** |  |
| Good planning and organisational skills to manage a busy and varied workload |  |
| **Additional requirements** | |
| Able to work unsocial hours, including evenings, weekends, and public holidays |  |
| Able to travel to different YMCA sites |  |

**Progression Coach**

Terms and Conditions of Employment

**Salary**

£15,254.31 per annum

**Hours of Work**

20 hours per week, generally Monday to Friday, however working with flexibility to meet the needs of our clients with occasional evening and weekend work

**Annual leave**

Commencing at 25 days per annum plus public holidays (for five days per week workers; otherwise pro-rata).

**Conditions of Appointment**

Subject to satisfactory references, medical clearance, Disclosure Barring Service check and verification of ability to work in the United Kingdom.

**Probation Period**

Subject to satisfactory review, the contract will be confirmed after six months unless stated otherwise.

**Continuity of Service**

For those already employed within the YMCA Federation, continuity of service will be recognised.

**Notice Period**

One week during the probationary period and then a minimum of one calendar month.

**Pension**

Subject to certain criteria set by Government, you will be auto-enrolled into our chosen workplace pension scheme. The default position on Auto-Enrolment will be for your contributions to be made on a Salary Exchange basis, but you will have the option to opt-out of this arrangement. In respect of these Salary Exchange arrangements, you agree that your gross pay will be reduced by an amount equal to your Salary Exchange contributions.

**Other Benefits**

Free use of the Health and Fitness facilities and a staff discount in restaurants.