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**The Welcome Organisation**

**Full Time Coordinators**

**Job description**

We are looking for individuals with strong leadership and people management skills who are passionate, committed, and enthusiastic to coordinate our support team to help make a positive difference to the lives of people affected by homelessness.

You will lead a team of support workers responsible for the day to day running of our services providing immediate and ongoing support to both homeless and vulnerably housed people, many of whom have been marginalised, disadvantaged, and disenfranchised and have multiple and complex needs.

As well as having an understanding of homelessness, housing-related support, and the needs of homeless people, as coordinator, you will have particular responsibility for ensuring the services are operating effectively.

In addition you will have the opportunity to be part of a team where your views count and you can make a lasting difference to the lives of homeless people.

You must be able to work within the Welcome Organisation’s high tolerance, low threshold ethos to empower clients to make choices and decisions according to their needs using our innovative and easily accessible services.

In return we will provide you with the opportunity to develop your skills and receive professional supervision and support.

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| **Job Title** | Service Coordinator |
| **Responsible to** | Service Managers |
| **Workplace** | Drop-In, Outreach, and Floating Support – Welcome Centre, 36 Townsend Street, Belfast BT13 2ES  Catherine House and Annsgate – central and south Belfast. |
| **Salary** | NJC Pt15-19 £25,874-27,852 |
| **Days of Work** | Drop In and Outreach – 37.5 hours per week – Monday to Friday 8.00am to 4.00pm and 10.00am to 6.00pm rotating.  Floating Support – 37.5 hours per week – Monday to Friday 9.00am to 5.00pm.  Annsgate and Catherine House – 37.5 hours per week – Monday to Friday 8.00am to 4.00pm and 12.00pm to 8.00pm rotating (with some weekends as required).  (\*All Coordinators and Service Managers cover the on-call rota usually 1 week in 8 for which you will receive an extra payment allowance.) |
| **Holidays and Benefits** | 22 days per year plus Bank Holidays (or pro rata)   * Contributory pension scheme * Benenden Health Care Programme * Training and Development * Staff Wellbeing Programme |
| **Closing Date** |  |

**General responsibilities:**

* Uphold a high tolerance, low threshold ethos to promote the principles of harm reduction;
* Maintain a person-centred, therapeutic, holistic, and empowering approach to service delivery;
* Demonstrate sound leadership skills by creating an environment which fosters teamwork and team development, promotes equality, diversity and inclusion, and places our service users at the heart of our service;
* Apply the Welcome Organisation’s policies and procedures in accordance with best practice, and to promote a culture of quality improvement through continuous policy and service development;
* Fulfil health and safety requirements under current legislation and organisational policy, and to apply appropriate risk assessment and risk management measures;
* Create an environment which promotes inter- and multi-agency working to provide wraparound support; and
* Support the Service Manager to recruit and induct new members of staff, including volunteers, specific to the job role.

**Providing leadership**

* Motivate, mentor, monitor and develop the work of the Support Workers through daily delegation, guidance, supervision, case checking and team meetings;
* Provide strong leadership to encourage good teamwork and recognise the team’s strengths and the areas in need of development or further training;
* Promote good morale, a culture of learning and continuous improvement where staff feel empowered, competent and valued, always ensuring achievement is recognised, praised and/or rewarded;
* Where non-compliance of policies and/or poor performance is identified, keep accurate records and provide coaching where necessary. If issues prevail, inform management;
* Support the Service Manager to manage the staff and volunteer rota and maintain accurate records with regards to overtime and absences; and

**Partnership working**

* Be familiar with the work of all Welcome Organisation services, including Drop In, Outreach, Annsgate, Catherine House, and Floating Support, so you can ensure cross functional working between teams across the Welcome Organisation and provide service cover where necessary;
* Be an active member of relevant forums and working groups; and
* Identify, develop and review working relationships at an appropriate level with a range of agencies, including Housing, Health, Police, Council department’s Probation, and Social Services etc. as part of our commitment to partnership working.

**Client support**

* Ensure the team meet the basic needs of people using the service;
* Support the Service Manager to ensure all service users have the necessary paperwork and ensure risk assessments, contact notes, incident reports and all other essential documents/databases are completed in a timely manner and are of a high standard;
* Effectively delegate arising tasks/actions to staff;
* Ensure the staff team initiate and/or participate in case meetings and advocate/liaise on behalf of service users with other agencies both internally and externally; and
* In conjunction with the Service Manager lead on developing a programme of meaningful activities and facilitate service user involvement.

**Maintenance, cleanliness and health and safety**

* Ensure staff compliance with all health and safety (including cleanliness and hygiene) policies and procedures for the relevant service, including checks are carried out, recorded and where needed acted on;
* To ensure strict compliance with food storage, cooking, and kitchen health and safety;
* Know all fire safety procedures and carry out fire safety checks and drills for relevant service.

**Performance management**

* Work with the Service Manager to ensure the overall quality of service is compliant with the highest level of audit at any time;
* Work with the Service Manager to help maintain systems and databases for collating information and maintaining all relevant service user and statistical information is correct;
* Monitor systems and databases to ensure these are used appropriately by staff, all records are accurate and highlight to senior management any new trends.
* Maintain accurate and quality records including contact notes, casefiles, handovers, and database entries;
* Cooperate with the monitoring frameworks in order to enable internal and external evaluation of the service; and
* Contribute to the preparation of reports for the Service Manager as required.

**Risk management**

* Lead the team to work in a way where risk is continuously assessed, risk management plans are adhered to, and prevention and de-escalation of incidents is paramount;
* Ensure all staff work under current legislation and the organisation’s policies and procedures;
* Ensure all adults and children at risk are safeguarded appropriately;
* Maintain safe systems of work and a safe environment, and adhere to all of the Welcome Organisation’s policies and procedures including Equality, Diversity & Inclusion, Health & Safety, and confidentiality; and
* Ensure risk and critical incidents are communicated effectively and appropriately to all relevant individuals and bodies, and provide debriefing to staff and service users where relevant.

**Finance**

* Operate at all times within our robust Financial Policies and Procedures and ensure staff do the same.

**General ethos**

* Ensure that your behaviours and attitudes are congruent with the Welcome Organisations values, mission and objectives;
* Help create an environment that respects clients, colleagues/other employees, partner agencies and stakeholders;
* Undertake other tasks that are assigned to you that the Welcome Organisation might reasonably expect to be within your competence.

**Person Specification**

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|  | **Essential** | **Desirable** |
| **Previous Experience** | | |
| 1 years’ experience of working with people with multiple and complex needs. | X |  |
| Experience of working with people with challenging behaviour, poor engagement, alcohol/substance misuse, mental health issues, and vulnerable individuals. |  | X |
| 6 months experience of people management and implementing policies and procedures. | X |  |
| **Education and Knowledge** | | |
| NVQ Level 3 qualification, or equivalent, in relevant area of work. | X |  |
| Knowledge of support planning, harm reduction, risk assessment and management, and able to implement this in your work. | X |  |
| Knowledge of planning and coordinating services, including working in partnership with internal and external organisations. | X |  |
| Sound knowledge of issues affecting homeless people including those specific to females, rough sleepers, and the vulnerably housed. |  | X |
| Understanding of and ability to adhere to Equality, Diversity & Inclusion, Health & Safety, Protection of Adults and Children at Risk, and other relevant policies specific to post. | X |  |
| Understanding and commitment to working within our ethos of high tolerance, low threshold services. | X |  |
| **Skills and Abilities** | | |
| Able to work in a busy environment, be solution and target focused, good time management skills, and demonstrate the ability to prioritise and make decisions under pressure. | X |  | |
| Excellent written/verbal communication, interpersonal, and team-working skills, and ability to lead a team. | X |  |
| Competent in the use of IT systems (including Microsoft). | X |  |
| **Personal Attributes** |  |  |
| Passionate, committed, and enthusiastic about making a positive difference to the homeless and vulnerably housed. | X |  |
| Non-judgemental, compassionate, and the ability to empathise. | X |  |
| Professional, honest, trustworthy, and respectful. | X |  |
| Able to develop an approach to practice based critical thinking, reflection and feedback. | X |  |
| Flexible, energetic, and positive with a calming disposition. | X |  |
| Resilient and self-caring. | X |  |
| **Other** | | |
| 2 years driving experience and current clean licence if required for the post. | X |  |
| A satisfactory Enhanced Access NI check. | X |  |
| The post holder will be required to wear uniform whilst working. | X |  |

**Our services:**

**Drop In Centre**

Our Drop In centre is open from 8.00am to 6.00pm, 365 days per year. People affected by homelessness can access potentially life-saving advice and support on housing, benefits, and addiction as well as accessing basic needs like food, toilets and showers.

**Street Outreach**

Our Street Outreach team is on the streets of greater Belfast 20 hours a day, every day. Our Outreach staff provide potentially life-saving support for people sleeping rough.

**Crisis Accommodation for Women**

Our Crisis accommodation for women (Annsgate) provides shelter for some of the most vulnerable women in Belfast. The ten-bed crash facility is used by women with multiple and complex needs that include homelessness, substance/alcohol misuse, and mental health issues.

**Catherine House**

Catherine House is 24 hour supported accommodation for women who are ready to take the next steps out of homelessness. It is more than just a roof over heads – it has a therapeutic ethos where trauma-informed support is interwoven into their daily lives. We have support workers on site 24 hours a day, 7 days a week.

**Floating Support**

Our Floating Support service is for people who have been homeless but have now accessed accommodation. Our Floating Support will make regular visits to the people who use the service to ensure they have everything they need in place to retain their tenancies and to turn a house into a home.

**Mobile Health Unit**

Our Mobile Health Unit is a brand new service that aims to bring healthcare to people affected by homelessness ‘where they are at’. We work with healthcare professionals to deliver on the ground healthcare at hostels, on the street, and at other emergency and/or temporary accommodation.