

# RECRUITMENT INFORMATION PACK



## Support Coach

Horton Intervention & Prevention Services (HIPS)

Permanent

Hours: 35 hours per week

Salary: £21,630 per annum

Location: Kirklees

**Best Supported  
Housing Landlord 2020  
UK Housing Awards**



**OUR VISION**  
A society where everyone has the best possible quality of life.

**OUR MISSION**  
To help people to live the best life they can through the provision of high quality housing, training, care and support.

**OUR VALUES**

- H** Helping people
- O** Outstanding service
- R** Ready, willing and caring
- T** Training and developing
- O** Open to new ideas
- N** Never giving up

## Being part of an award winning organisation

### Horton Housing Association

Horton Housing manages more than 30 different housing, training and support services across Bradford, Calderdale, Kirklees and North Yorkshire.

We work with people experiencing a wide range of circumstances, including homelessness, drug and/or alcohol challenges, ill-health, unemployment and domestic violence. We work with young people, older people, refugees, Gypsies and Travellers, people with disabilities and people with offending histories.

We have a wide range of accommodation schemes including hostels, and supported housing in the community. We also provide specialist accommodation, including a home from hospital scheme, Gypsy and Traveller sites in North Yorkshire and Group Living Services for young people.

Horton Housing is committed to equality and diversity and providing services which are inclusive and accessible for everyone.

### Our people

We are committed to ensuring and promoting equality and diversity and developing an organisational culture that values people and the diverse contribution that each individual can make. We welcome applications from a wide range of candidates and are committed to ensuring that no job applicant or employee receives less favourable treatment on any factors irrelevant to a person's ability to do a job, at any stage of the recruitment process or in the terms and conditions offered.



**INVESTORS IN PEOPLE™**  
We invest in people Standard



## About the department / Service

We are seeking a Support Coach to join the team responsible for delivering Horton's Intervention and Prevention Service (HIPS) in Kirklees.

HIPS works alongside people who are experiencing homelessness, are at risk of homelessness, or who are at risk of losing their home due to experiencing difficult times.

HIPS facilitates individual development so that people can transition out of difficult circumstances and take control of their lives. An important element of this is helping people to achieve their ambitions around accessing and sustaining suitable housing.

HIPS has a small number of properties throughout Kirklees for use by people accessing the service. This accommodation is short-term to address an urgent need for rehousing. For example for people who are sleeping on the streets, sofa surfing or are at immediate risk of homelessness.

HIPS is part of Kirklees Better Outcomes Partnership (KBOP). This is a partnership of specialist providers delivering person led, strengths based assistance to people going through difficult times.

# Job Description

## REPORTS TO:

HIPS Service Manager

## JOB SUMMARY:

You will work alongside individuals to identify and overcome any barriers they may face in achieving their ambitions around housing, financial resilience, health, wellbeing and community involvement.

You will provide personalised coaching to assist people to transition out of difficult times e.g. homelessness, ill-health, unemployment etc. You will adopt a person led approach, and be responsible for working alongside individuals to enable them to achieve their goals and aspirations.

## RESPONSIBILITIES:

- Provide flexible, holistic and person-led coaching to individuals. Adopting a strengths based, trauma informed approach to enable individuals to achieve their ambitions.
- Provide motivational coaching to individuals around their ambitions. This may include accommodation sustainment, homelessness prevention, improved health, financial resilience, community involvement etc.
- Work alongside colleagues delivering employability coaching to ensure a holistic approach is adopted to enabling individuals to achieve their aspirations around employment, education and training.
- Maintain regular contact with individuals, at a frequency, location and method of their choosing. This may include 1:1 sessions in the community, in an individual's home, over the telephone or via digital means.
- Attend and contribute to reflective practice sessions to share best practice and discuss any successes or challenges.
- Work in collaboration with other organisations to assist people to achieve their individual aspirations. This includes identifying and facilitating brokering opportunities.
- Use a bespoke computer software system to document all aspects of an individual's journey, from referral to successful completion and evidencing of their achievements.
- Assist the service with meeting contractual obligations and KPI's by the accurate and timely recording and evidencing of achievements.
- Maintain accurate case notes and contribute to management/commissioner reports.
- Ensure that professional boundaries are maintained at all times.

- Undertake relevant training as required.
- Perform any other duties from time to time that may reasonably be required.
- Undertake the above duties in accordance with Horton Housing Association's policies and procedures.
- Work to the Association's policies and procedures on equality and diversity at all times.
- Note: This is a job outline only and seeks to set out the principal purpose and functions of the role; it may therefore be subject to change.

**LEGAL AND STATUTORY RESPONSIBILITIES:**

All staff must be prepared to comply with the Health & Safety policies in operation within the Association and attend relevant statutory or identified training as required.

The Association is committed to ensuring and promoting equality and diversity and developing an organisational culture that values people and the diverse contribution that each individual can make.

All staff members are required to demonstrate their commitment to these policies in their day to day work and to treat others with dignity and respect at all times.

**CORPORATE RESPONSIBILITIES:**

The Association expects all staff members to demonstrate a commitment to its vision and values, aims and core objectives and to be prepared to contribute towards these aims within their staff team.

Note: This is a job outline only and seeks to set out the principal purpose and functions of the role; it may therefore be subject to change.

## Person Specification

### SKILLS, KNOWLEDGE & EXPERIENCE

- Have an understanding of and/or experience of the challenges faced by people going through difficult times e.g. homelessness, ill-health, offending, unemployment etc. This could be through paid employment volunteering or lived experience
- Have an understanding of and/or experience of strength-based, person-led approaches to working alongside people
- Ability to build effective working relationships with people based on transparency, trust and respect
- Ability to develop and maintain strong partnership working; liaising and working closely with other agencies/organisations to provide holistic support
- Experience of developing action plans and providing appropriate coaching, advice and guidance would be desirable
- Understanding of trauma informed practice would be desirable
- Ability to balance and prioritise a demanding workload

### ESSENTIAL FOR THE ROLE

- A passion for enabling people to use their talents and abilities to solve their own difficulties
- Ability to listen to people and recognise them as experts in their own lives
- Ability to work as a team
- Commitment to Equality & Diversity
- Valid driving licence and use of vehicle insured for work
- An enhanced DBS
- Ability to maintain professional boundaries
- Ability to work flexible hours including occasional evenings
- Willingness to undertake further training as necessary

## Our Values



### Helping people

You are committed to working as part of a team and supporting others to be their best self at work each day. You are energetic, professional, open-minded and able to build positive working relationships both internally and externally. You understand and respect that others have different priorities and needs from you.



### Outstanding service

You believe in our vision, mission and values. You have the ability to communicate effectively with everyone you come into contact with. You treat everyone with dignity and respect. You are a good listener who is patient, empathetic and supportive in your dealings with others.



### Ready, willing and caring

You are self-motivated and comfortable working both independently and as part of a team. You are a proactive decision maker who can positively influence change. You are resilient and have the ability and confidence to manage stressful situations in a consistent manner.



### Training and development

You take responsibility for your own learning and development and support others to do the same. You keep up to date with changes, developments and trends in your area of expertise. You are a reflective learner who takes responsibility for your actions, responds to feedback appropriately and learns from your mistakes. You are not afraid to ask for help and support.



### Open to new ideas

You take a proactive approach to decision making and problem solving by offering pragmatic solutions. You are open minded, curious and willing to embrace innovation and change. You are willing to listen to and learn from others.



### Never giving up

You are positive and motivated to provide a high level of service. You respond to any situation in a calm, confident and supportive manner. You are not afraid of a challenge.

## Benefits

We aim to support you during your career with us and hope that working here is a fulfilling experience as you help us to run our services or directly work with people to help them improve their lives. In return, we offer our employees a range of **personal development**, **financial** and **health and wellbeing** benefits, some of which are provided by us, and others by external organisations, such as:

-  6 weeks' annual leave plus statutory holidays
-  Contributory Healthcare Plan
-  Cycle to Work Scheme
-  Access to and funding for continuous professional development (CPD)
-  Travel Expenses
-  Contributory Pension Scheme
-  Interest Free Loan Scheme

## Contact us

Horton Housing Association, Chartford House, 54 Little Horton Lane, Bradford, West Yorkshire, BD5 0BS - telephone: 01274 370689

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