# Empowering people experiencing multiple barriers to achieve positive change

## Job Description

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| **Title of post:** | **Housing Support Coordinator** |
| **Location:** | Eldon Place, Bradford |
| **Responsible to:** | Team Manager |
| **Hours of Work:** | 37.5 |
| **Salary:** | SCP 15, £29,224 |
| **Contract:** | Permanent |

**Purpose of the Role**

The Housing Support Coordinator is responsible for delivering flexible, accessible, and person-centred housing-related support to individuals across the Bradford District who are experiencing a range of disadvantages and complex needs. Working as part of a multi-disciplinary team, the postholder will provide practical and emotional support to empower service users to sustain their tenancies, increase independence, improve wellbeing, and achieve positive outcomes.

The role involves building trusted relationships with individuals, completing assessments, developing and reviewing support plans, and coordinating interventions tailored to each person's strengths, needs, and aspirations. Using a trauma-informed and strengths-based approach, the Housing Support Coordinator will work collaboratively with partner agencies and stakeholders to ensure service users can access appropriate services and opportunities within their communities.

The postholder will maintain accurate records, monitor progress against agreed outcomes, and contribute to the delivery of a high-quality service that meets organisational standards and contractual requirements. As part of a new partnership service delivered by Waythrough and The Bridge Project, the Housing Support Coordinator will play a key role in promoting independence, reducing barriers to housing stability, and supporting individuals to improve their overall quality of life.

**Key Duties and Responsibilities**

- Support clients to live independently in their own accommodation and progress towards sustained independent housing.
- Deliver person-centred, strengths-based and trauma-informed support, enabling individuals to achieve positive outcomes, improve wellbeing and maximise their independence.
- Provide housing-related support to help clients establish and sustain tenancies, prevent homelessness and access appropriate services within the community.
- Work collaboratively with partner agencies to deliver coordinated support, manage risk effectively and ensure individuals receive the right support at the right time.

- Work in accordance with all relevant legislation, policies & procedures and guidelines – both internal and external.
- Maintain accurate and up to date records and reports and provide written and verbal reports as required.
- Work as part of a team providing cross provision/ service support where reasonable and attending regular team meetings.
- Undertake continuing professional development including participating in performance reviews and attending training as/when required.
- Keep abreast of policy and professional development within your area of professional expertise.
- Manage a caseload of service users as allocated by the Service Manager and complete high quality and comprehensive needs assessments and risk assessments for those service users.
- Develop comprehensive support / risk plans to identify how individual service user needs will be met to help each service user live independently within the community and achieve sustained outcomes.
- Undertake outreach sessions to referral agencies and other stakeholders to publicise the service, to receive referrals and to give signposting advice. To attend any relevant multi-agency meetings as required.
- Review individual support / risk plans within appropriate timescales and no later than once every three months.
- Record case notes, input information onto the database promptly and maintain other relevant Management Information Systems as required in order to ensure effective case management and assist monitoring and evaluation of service delivery.
- Liaise with statutory and other appropriate agencies / network/ forums to contribute to the development of a comprehensive needs and risk assessment for each client and general service provision.
- Promote and adhere to the organisation's equality, diversity and inclusion approach.
- Work flexibly across operational sites and within an agreed number of hours to maintain appropriate service provision, this will include evening and weekend working.

| Person Specification | Essential | Desirable |
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| **Qualifications** | • NVQ Level 3 in Health & Social Care or 1 year experience in a similar setting | |
| **Experience** | • Experience of multi-agency working with a wide range of external partners.<br>• Experience of supporting vulnerable people, including support planning and risk management.<br>• Experience of, and ability to, manage a case load of service users, supporting them to achieve greater independence. | |
| **Knowledge and Skills** | • Proficient in Microsoft Outlook Office programmes.<br>• Knowledge of welfare benefits system and relevant legislation.<br>• Knowledge of housing options available and relevant legislation.<br>• Knowledge of Safeguarding practice and relevant legislation.<br>• Ability to communicate well and maintain accurate records with appropriate case management systems. | • Knowledge of the Criminal Justice System, including MAPPA offenders and associated processes. |
| **Other attributes** | • Willingness to undergo an Enhanced DBS.<br>• Ability to drive and owns a vehicle which can be used for work purposes.- You will need business insurance | |

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| **Key Behaviours** | **Works Proactively**<br>Demonstrates initiative, thinks ahead and takes prompt action to solve problems; completes tasks, overcomes obstacles and seize opportunities. |
| | **Leads Change & Improves Performance**<br>Responds quickly and positively to change, seeking to continuously improve performance by learning quickly from our mistakes, celebrating our successes and constantly developing our people and processes. |
| | **Demonstrates Creativity & Innovation**<br>Applies creative and lateral thinking to organisational issues; challenges the status quo and introduces new ideas, methods and processes. |
| | **Client & Customer Focused**<br>Focuses on and understand the needs of internal and external customers, members and other stakeholders and strives to deliver a prompt, effective and personalised service. (For 'customers', please also read members, stakeholders and audiences). |
| | **Influences Others & Communicates Effectively**<br>Positively influences others and where appropriate persuades them to change their views, intentions or actions. Listens closely and communicates clearly both verbally and in writing. |
| | **Applies & Shares Expert Knowledge**<br>Demonstrates the specialist knowledge and technical requirements of the job. Applies skills and experience to perform the job effectively, completes work to a high standard and shares knowledge across the organisation. |
| | **Works Collaboratively with Others**<br>Works collaboratively with others for the good of the business; builds a network of good relationships and develops a thorough understanding of the organisation and the wider sector. |
| | **Values & Respects Others**<br>Respects other individuals; listens and takes into account different opinions, feelings and motivations; is trustworthy and acts with integrity; responds and acts constructively towards others. |