



Job title	Housing First Co-ordinator
Responsible to	Head of Facilities and Housing
Geographical Reach	Medway
Base	Chatham
Hours	37 hours per week
Salary	£28,051.92
Contract	Permanent

Job Description

PURPOSE OF POST

This post is to line manage a small team of Housing Support Workers, and deliver Housing Support Services to people who experience mental health issues with complex needs including addiction.

STRUCTURE OF THE POST

This role is to co-ordinate and support the delivery of our Housing First service in Medway and is supervised by the Head of Facilities and Housing. The post holder must be flexible to travel to different venues throughout the Medway area.

The post holder shall be based at North Kent Mind's Office in Chatham. This is a friendly vibrant, open plan office, with many staff in situ. There will be regular travel as part of this role to locations for support sessions with tenants. Use of a car is essential. The post holder will also be expected to travel to Dartford once a month for team meetings.

For the calculation of travel expenses, the North Kent Mind Offices at The Community Hub, 7-8 New Road Avenue, Chatham ME4 6BB, shall be considered the base throughout, and travel between home and another working venue can only be claimed insofar as it is more than the distance between home and base. All time in travel between venues is counted as time worked.

This role is Monday – Friday 9am-5pm, the post holder must be flexible to work some evenings if required. This role is predominantly in person, remote working at times may be agreed by the Head of Facilities and Housing.

DUTIES OF THE POST: GENERAL

These duties apply to all North Kent Mind Staff, whichever service they work for:

1. To work within a framework which:
 - Abides by all the policies of North Kent Mind, including Equity, Diversity and Inclusion, Confidentiality, GDPR and Health and Safety.
 - Promotes Social Inclusion, Empowerment, Well-being and the Recovery Model

- Respects, encourages and builds on individual clients' coping strategies, skills and autonomy
 - Maintains good liaison with any other outside agencies as is necessary
 - Promotes good joint working, links, and cross-referral with all North Kent Mind colleagues.
 - Abides by the HCPC code of practise
2. To participate in supervision and appraisal
 3. To attend staff meetings and Support Services team meetings
 4. To attend training/meetings and some annual events as required
 5. To undertake any other duties which a senior manager or Board of Trustees may, from time to time, reasonably delegate, or assign.

DUTIES OF THE POST: COMMON

- To undertake regular support sessions with tenants in community settings, and engage with them as part of their ongoing recovery-based support plan.
- To maintain, implement and review support plans and risk assessments with tenants.
- To support and advise tenants with a wide range of practical and emotional issues such as supporting them at appointments.
- Support and encourage tenants who have addiction issues to engage with services needed
- Work closely with the team to ensure day to day issues from tenants are dealt with appropriately in a timely manner.
- Identify services internal and external with the tenants to ensure a wraparound service for their needs
- Support tenants to live positively and within the One Medway priorities
- To maintain, supply, and monitor outcome data as required by the Head of Facilities and Housing and Medway Council.
- Manage a caseload of tenants and support team members when required with complex tenants.
- Cover staff members caseloads when needed due to annual leave, sickness etc.
- Work with the team proactively so KPI's are recorded and met as far as possible

DUTIES OF THE POST: SPECIFIC

- Line manage support staff and facilitate monthly supervisions, and yearly appraisals.
- Ensure all administration and monitoring is complete and up to date
- Maintain excellent communication with colleagues, tenants and their families and external agencies as required, including close working with Medway's Rough Sleeper's team.
- Maintain accurate and up to date records, feedback and reports where required.
- Provide and collate data within deadlines
- Produce reports, presentations or promotional materials where requested
- Support the organisation of tenant's social events and activities

- Ensure service coverage and cover 1-2-1 support when staff on leave
- Attend weekly catch up meetings with support staff
- Respond swiftly to crisis, putting plans in place to try and prevent further escalation
- Record and monitor incidents and challenging behaviour
- Identify and refer tenants to other internal services
- Collaborate with other departments to ensure tenants receive support from a wrap-around service
- Work collaboratively with external agencies as required by the Head of Facilities and Housing.
- Report and discuss safeguarding issues with the designated safeguarding lead

Person Specification

Criteria	Essential	Desirable
An understanding of the issues affecting people with mental health problems	✓	
An awareness and understanding of how people can move forward with their lives	✓	
A non-judgemental attitude to mental health service users	✓	
An understanding and awareness of what makes supportive housing successful	✓	
An empowering and positive attitude to mental health service users	✓	
An understanding of the social inclusion agenda	✓	
Ability to work with service users on a diverse range of subjects	✓	
Ability to work within a friendly team	✓	
Experience of completing referrals, support plans, risk assessments & professional reports		✓
Experience gathering and collecting data for contract/ project monitoring purposes		✓
Good written skills	✓	
Excellent communication and listening skills	✓	
An understanding of the need for strong professional boundaries	✓	
Proactive and flexible approach to problem solving	✓	
Experience of facilitating outcome and output monitoring systems	✓	
Good organisation skills	✓	
Good computer skills	✓	
Able to work on own initiative	✓	
Car driver/owner	✓	
Ability to work flexible hours	✓	
Experience of facilitating client individual support sessions	✓	
Relevant academic qualification		✓
Ability to prioritise	✓	

An understanding and awareness of Recovery & Person-Centred Model working with MH clients	✓	