**Volunteer Job Description**

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| **Job Title**  Personal Development Coach Volunteer | |
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| **Department**  YMCA Campus | **Team** |
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| **Reports to (Job Title)**  Housing Team Leader | |
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| **Responsible for:**  0 | **Job Grade** |
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| **Location**  YMCA Campus | **Contract Type** |

YMCA is a Christian organisation, committed to Equality and Diversity in the Work Place YMCA is committed to the safeguarding of children, young people and vulnerable adults.

**Job Purpose (outcome)**

Customers that work with a coach state that this support helps them to manage their accommodation, engage in training, use their time in a constructive manner and to re-established supportive networks and relationships that will enable them to maximise their future potential.  They then become involved in positive activities and are living in a place of their choice.

The Personal Development Coach is pivotal to ensuring that the YMCA meets the requirements of its Supporting People contract helping individuals to move towards independent living.

**Duties and responsibilities**

* Hold and manage a caseload of customers
* Complete Need and Risk Assessments for all customers and residents
* To contribute to the delivery of a curriculum of relevant activities based on an individual weekly timetable.
* To individually agree a customer journey plan that motivates a  young person to focus on their training, employment, accommodation, and builds strength for them to develop their mind, body and spirit.
* To develop and maintain positive working relationships within the team.
* To effectively communicate relevant information to all interested parties, including funding agencies, within the bounds of confidentiality.
* To contribute to the preparation of reports to the required organisational standard and to participate in reviews for individuals.
* To be part of the gatekeeping process.
* To attend and contribute to staff meetings and in-service training, including all mandatory training,
* You are required to attend appraisal and supervision and support your continuing professional development.
* Liaise with other professionals and agencies to deliver services to customers.
* To contribute to the safekeeping of all equipment and maintain financial resources as per organisation policies and procedures.
* To encourage self-advocacy using the asset building model.
* Ensure new customers fully understand the role and function and opportunities the YMCA can offer them YMCA, making sure the new customers understand their right and responsibilities.
* To work within equal opportunity guidelines whilst demonstrating diversity and respect for individual choices.
* To protect each individual from danger, harm and abuse in accordance with current safeguarding legislation.
* To support and access opportunities within the community whilst endeavouring to provide a safe environment.
* Tackle anti-social behaviour within the Campus.
* To undertake responsibilities set out within the guidelines of Student Advisor or Customer Asset Coach
* To participate and contribute to the decision making process in the development of the service.
* To undertake other duties appropriate to the position as delegated by your line manager.
* To carry out any other reasonable duties and responsibilities within the overall function of the post.
* Contribute to the YMCA’s community development approach sports social and recreational activities.
* To uphold and maintain the Christian aims and purposes of the YMCA.

**Person Specification**

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| Knowledge |
| * Knowledge of motivational techniques applicable to young people. * Knowledge of Asset Building * Knowledge of housing and homelessness issues, particularly where they relate to vulnerable young people * Knowledge of the welfare benefits system, particularly where it relates to Housing Benefit * Knowledge of statutory structures, agencies and benefits provision * Knowledge of Health and Safety issues in the workplace * Knowledge of Safeguarding |
| Experience |
| * Working with benefits agencies and issues of benefits provision * Experience of working with young people. * Experience of providing information advice and guidance services to vulnerable young people |
| Skills & Experience |
| * Excellent interpersonal skills, in particular, to develop relationships of trust with customers and to build effective working partnerships with outside agencies. * Knowledge of Microsoft Office Package including database systems and an ability to keep them up to date. * Good communication skills * First Aid at Work Certificate * Partnership working * Supportive of the Christian aims and purposes of the YMCA * Ability to work as part of a team in achieving team objectives and Key Performance Indicator targets * Capable of working on your own initiative |