

**JOB DESCRIPTION**

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| Job Title**Personal Development Coach** |  |
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| Department**YMCA Campus** | TeamHousing |
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| Reports to (Job Title)**Support and Development Manager** |  |
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| Responsible for (number of supervisees)0 | Job Grade  |
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| Location**YMCA Campus** | Contract Type |
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“*This organisation is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment*.

**Purpose of the Job**

Job Purpose

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.

**Main duties and responsibilities**

1. Hold and manage a caseload of young people using the asset-based approach, ensuring timely reviews and support plans are completed.
2. Conduct and complete Need and Risk Assessments for all customers and residents
3. To contribute to the delivery of a curriculum of relevant activities.
4. 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.
5. To develop and maintain positive working relationships within the team.
6. Support individuals in managing their accommodation, securing benefits and maintaining safety.
7. Facilitate workshops and one to one sessions to help young people build life skills such as budgeting, job readiness, and emotional resilience.
8. Promote self-advocacy and independence through the asset-based approach to support, focusing on empowerment and growth.
9. To effectively communicate relevant information to all interested parties, including funding agencies, within the bounds of confidentiality.
10. Keep detailed and accurate records of each individual’s progress, interventions and outcomes.
11. Be available for at least one late finish per week to provide support to clients during evenings.
12. Serve as cover for other coaches when required, ensuring continuity of care and support for all clients
13. To contribute to the preparation of reports to the required organisational standard and to participate in reviews for individuals.
14. To be part of the referral process by working with the duty team.
15. To attend and contribute to staff meetings and in-service training, including all mandatory core training,
16. You are required to attend appraisal and supervision and support your continuing professional development. You should undertake additional CPD training throughout employment.
17. Work in collaboration with other professionals and networks to ensure a holistic approach to support.
18. To contribute to the safekeeping of all equipment and maintain financial resources as per organisation policies and procedures.
19. To encourage self-advocacy using the asset building model, through working knowledge of customer journey model. (GATES)
20. Ensure new customers fully understand the role and function and opportunities the YMCA can offer them, making sure the new customers understand their rights and responsibilities.
21. To be flexible with working pattens to provide cover for a variety of shifts, annual leave and sickness.
22. To work within equality guidelines whilst demonstrating diversity and respect for individual choices.
23. To be fully versed with safeguarding to protect each individual from harm in accordance with current safeguarding legislation. Ensuring the protection of vulnerable individuals.
24. To be proactive in challenging anti-social behaviour within the Campus.
25. To participate and contribute to the decision making process in the development of the service.
26. To undertake other duties appropriate to the position as delegated by your line manager.
27. To actively build Campus Community through the asset based model.
28. Commit to continuous learning and professional development to stay updated on the latest advice and guidance relevant to the role, to ensure clients receive the most relevant advice.
29. Respect the Christian Ethos
30. To carry out any other reasonable duties and responsibilities within the overall function of the post.

**Person Specification**

Essential – E

Desirable – D

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| Knowledge |  |
| 1. Knowledge of motivational techniques applicable to young people.
 | E |
| 1. Knowledge of housing and homelessness issues, particularly where they relate to vulnerable young people
 | E |
| 1. Knowledge of the welfare benefits system, particularly where it relates to Housing Benefit
 | E |
| 1. Knowledge of statutory structures, agencies and benefits provision
 | E |
| 1. Knowledge of Safeguarding
 | E |
| 1. Knowledge of Health and Safety issues in the workplace
 | D |
| 1. Knowledge of Asset Building
 | D |

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| Experience |  |
| 1. Experience of working with young people.
 | E |
| 1. Working with benefits agencies and issues of benefits provision.
 | D |
| 1. Experience of providing information advice and guidance services to vulnerable young people
 | D |

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| Skills and Abilities |  |
| 1. Excellent interpersonal skills, in particular, to develop relationships of trust with customers and to build effective working partnerships with outside agencies.
 | E |
| 1. Knowledge of Microsoft Office Package including database systems and an ability to keep them up to date.
 | E |
| 1. Good communication skills
 | E |
| 1. Partnership working
 | E |
| 1. Supportive of the Christian aims and purposes of the YMCA
 | E |
| 1. Ability to work as part of a team in achieving team objectives and Key Performance Indicator targets.
 | E |
| 1. Capable of working on your own initiative
 | E |
| 1. Driving Licence
 | E |
| 1. First Aid at Work Certificate
 | D |
| 1. Relevant qualification
 | D |

Signed ………………………………………………………………………………….. Date………………………………………….

Printed………………………………………………………………………………………………………………………………………..