

**JOB DESCRIPTION**

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| Job Title  **Personal Development Coach** | |  | | |
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| Department  **Resettlement Team** | Team  Housing | | | |
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| Reports to (Job Title)  **Facilities and Estates Director** | | | |  |
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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**

Customers who engage with a Personal Development Coach consistently report that this support enables them to better manage their accommodation, take part in training, use their time constructively, and rebuild supportive networks and relationships. These outcomes are essential in helping individuals maximise their future potential. As a result, they become involved in positive activities and are able to live independently in accommodation of their choosing.

The Personal Development Coach plays a key role within the Resettlement Team, ensuring that the YMCA meets the requirements of its Supporting People contract. This role supports individuals on their journey towards independent living by working collaboratively with colleagues, liaising with housing providers, and actively seeking alternative accommodation options within the community and helping them through their resettlement journey.

**Main duties and responsibilities**

1. Support resettlement into the community, working directly with the young people to help them transition into independent living.
2. Liaise with housing providers to identify suitable accommodation options for young people and advocating on their behalf to secure appropriate placements.
3. Proactively seek alternative housing providers and landlords to increase available accommodation options.
4. Develop personalised resettlement plans, working with each young person to assess their needs and aspirations and create a tailored plan that supports their journey towards independence.
5. Check monthly council waiting list for housing updates and chase up for outcomes.
6. Help the young person purchase/obtain required equipment for the move and help the move into their new property, completing bursary forms on their behalf.
7. Help set up bills for young person such as council tax, gas, water etc…
8. Monitor initial progress of the young person after they have been resettled.
9. Maintain accurate records and contribute to reports.
10. Hold and manage a caseload of young people using the asset-based approach, ensuring timely reviews and support plans are completed.
11. Conduct and complete Need and Risk Assessments for all customers and residents
12. To contribute to the delivery of a curriculum of relevant activities.
13. 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.
14. To develop and maintain positive working relationships within the team.
15. Support individuals in managing their accommodation, securing benefits and maintaining safety.
16. Facilitate workshops and one to one sessions to help young people build life skills such as budgeting, job readiness, and emotional resilience.
17. Promote self-advocacy and independence through the asset-based approach to support, focusing on empowerment and growth.
18. To effectively communicate relevant information to all interested parties, including funding agencies, within the bounds of confidentiality.
19. Keep detailed and accurate records of each individual’s progress, interventions and outcomes.
20. Be available for at least one late finish per week to provide support to clients during evenings.
21. Serve as cover for other coaches when required, ensuring continuity of care and support for all clients
22. To contribute to the preparation of reports to the required organisational standard and to participate in reviews for individuals.
23. To be part of the referral process by working with the duty team.
24. To attend and contribute to staff meetings and in-service training, including all mandatory core training,
25. You are required to attend appraisal and supervision and support your continuing professional development. You should undertake additional CPD training throughout employment.
26. Work in collaboration with other professionals and networks to ensure a holistic approach to support.
27. To contribute to the safekeeping of all equipment and maintain financial resources as per organisation policies and procedures.
28. To encourage self-advocacy using the asset building model, through working knowledge of customer journey model. (GATES)
29. 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.
30. To be flexible with working pattens to provide cover for a variety of shifts, annual leave and sickness. Shifts are mainly Monday to Friday with one late shift a week.
31. To work within equality guidelines whilst demonstrating diversity and respect for individual choices.
32. To be fully versed with safeguarding to protect each individual from harm in accordance with current safeguarding legislation. Ensuring the protection of vulnerable individuals.
33. To be proactive in challenging anti-social behaviour within the Campus.
34. To participate and contribute to the decision making process in the development of the service.
35. To undertake other duties appropriate to the position as delegated by your line manager.
36. To actively build Campus Community through the asset based model.
37. 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.
38. Respect the Christian Ethos
39. 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………………………………………………………………………………………………………………………………………..