

JOB DESCRIPTION

We support people who are homeless or at risk of homelessness to achieve a meaningful and independent place in their community

JOB TITLE:	Housing Solutions Coordinator
REPORTS TO:	Senior Operational Lead- Housing Solutions
SALARY:	Points 28-31, £29,069 - £31,850 per annum.
ADDITIONAL BENEFITS TO SUPPORT EMPLOYEES:	<ul style="list-style-type: none"> • Pension (auto enrolment) and Death in Service benefit of 2 x salary • Health Shield Benefit - provides access to a range of valuable cash benefits and services, such as dental and optical care, physiotherapy, scanning facilities and 24-hour counselling and Advice Line (opportunity to upgrade and add family). • Benenden Health – Private Health Care paid for by Simon Community which gives permanent employees access to 24/7 GP services, medical diagnostics, medical treatment, physiotherapy (option to add family and friends for an additional cost). • Holidays - 25 days per year – increasing by 1 additional day per year of service up to a max of 30 days. Increase is effective from the 1st April each year, once a full year of service has been completed. Additionally, 12 customary holidays (normally Bank and Public Holidays) at normal basic pay rate. • Bank & Public Holidays – paid at premium rates at time and a half and double time. • Additional Hours – paid at time and a quarter. • Other Benefits – occupational sick pay, enhanced maternity/paternity leave entitlement, career breaks (subject to 2 years' continuous service). • Training – thorough accredited induction training and continued access to ongoing personal development.
DEPARTMENT:	Housing Solutions
LOCATIONS:	Based in Belfast, requests to be based outside of Belfast will be considered on the basis of operational need. You will be required to work in other locations (temporarily or permanently) within reason when needs arise. The role also requires frequent travel throughout Northern Ireland.
HOURS OF WORK:	35 hours per week Monday to Friday basis. You may be required to work evenings, unsocial hours and/or weekends to meet business and service needs.
ORGANISATION VALUES:	Our values are fundamental to how we work with clients and each other. We are driven by our values of being non-judgmental, existing to support our clients and meet their needs, being trustworthy and focused on ending homelessness and being dedicated to the people we support.
JOB PURPOSE:	Responsibility for delivery of homelessness solutions support services, including holding case management of people with complex housing needs. The Coordinator will be responsible for the development of the skills, knowledge,

	<p>confidence and competence of staff through mentoring, collaborative learning, bespoke training sessions and consistent guidance to enable the effective and efficient service delivery.</p> <p>Postholders will liaise with Accommodation Managers around individual responsibilities, local priorities and feed relevant information back through line management structures to develop homelessness prevention services within SCNI. Be responsible for the delivery of prevention services, in-service housing options services and client transition into the community.</p>
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MAIN RESPONSIBILITIES:

Facilitate the operation of support services to address and prevent homelessness by coordinating community resources to achieve results

- Use Housing First/Housing Solutions principles to deliver effective support services for clients:
 - I. at the point of referral
 - II. while receiving support
 - III. to maximise move on options
- Assist the Senior Operational Lead with the development and implementation of operational objectives
- Keep abreast of new developments in Housing First/Housing Solutions practice, particularly as it applies in Northern Ireland, sharing that knowledge with Simon Community services
- Development and cultivation of relationships with external bodies, especially Northern Ireland Housing Executive Housing Solutions and Support Teams
- Active involvement in, and attendance at local and regional housing support forums, including Homeless Prevention Floating Support Forums.
- Development of relationships to encourage access to the private rented sector for homeless people
- Support clients during the transition period from supported accommodation into their own home
- Respond to and support people in a housing crisis
- Ensure clients with complex issues are able to access support necessary to maintain their placements for as long as they need them
- Deliver specialised housing support to Simon Community clients through the provision of housing clinics and a review of their housing options
- Deliver responsive and integrated services through a multi-agency and multidisciplinary approach in a timely manner to agreed standards and Key Performance Indicators to raise awareness and find solutions to local community homelessness issues
- Monitor, and review progress of all activities, taking appropriate corrective action to meet the requirements of the funders and advise line management in relation to the effective implementation of the strategy
- Work effectively with other Housing Solutions Coordinators within the team and across areas to ensure effective, coordinated and coherent services and interventions are implemented as appropriate
- Liaise, attend meetings and represent the interests of Simon Community and its service users with other internal staff and relevant outside agencies, as appropriate. This will include representing Simon Community when working with managers of statutory and voluntary organisations
- Develop and deliver services that build networks with others including referral agencies and establish local champions & volunteers to create capacity within local communities
- Work with community groups to provide a menu of services which facilitates communities to reach their potential in relation to education/skills for life including access to services; health, harm reduction, debt advice, housing rights etc

	<ul style="list-style-type: none"> • Implement strategies and initiatives to enable clients to remain in support services • Work alongside other bodies in response to local need and to support volunteers which direct such groups to find solutions to address homeless at a local level • Promote new ways to eliminate the stigma of homelessness and consequences of discrimination, inequality and social exclusion. • Develop, coordinate and deliver information and support services to clients to help them remain in the accommodation of their choice within their community • Support the provision of information to promote a better informed and knowledgeable society about homelessness and the work of the Simon Community NI • Where required coordinate the development and implementation of new educational resources, training and development programmes and materials in partnership with community organisations, Schools, Colleges and Universities. • Ensure that all relevant information is recorded and stored appropriately, securely and confidentially • Take responsibility for your own personal development in line with the organisation's performance management system • Actively promote diversity and equality of opportunity within area of remit and across the organisation • Ensure adherence to all organisational policies and procedures
Support Service Development Initiatives	<ul style="list-style-type: none"> • Participate in and support continuous improvement teams to promote a culture of service excellence across the organisation in line with best practice • Development and cultivation of relationships with external bodies, especially Northern Ireland Housing Executive Housing Solutions and Support Teams • Take action to resolve corrective actions arising from internal or external audits/reviews
General Responsibilities	<ul style="list-style-type: none"> • To comply with and implement Simon Community NI policies and procedures. • To lead, attend and participate in staff meetings and other relevant meetings as appropriate. • To attend training courses as appropriate. • To contribute to the activities, promotion and development of Simon Community NI as an agency working on behalf of homeless people. • Undertake any other duties commensurate with the Housing Solutions Coordinator role.
Performance Management	<ul style="list-style-type: none"> • Participate in the organisation performance management system.
Efficient Financial Management and use of organisational resources	<ul style="list-style-type: none"> • Ensure the delivery of all activities within annual budgets and report to the Senior Operational Lead accordingly • Ensure the maintenance of accounting and other reporting systems as required by the organisation • Make recommendations as appropriate to the Operational Lead in respect of revenue or capital expenditure • Seek to optimise value for money and general financial efficiency in all activities

	<ul style="list-style-type: none"> • Ensure the appropriate storage, safe keeping and maintenance of equipment
Ensure Quality Assurance/ Continuous Improvement	<ul style="list-style-type: none"> • Support and participate in the implementation of agreed improvement plans within a culture of continuous improvement and service excellence. • Carry out all duties in accordance with Simon Community quality procedures.
Ensure Health and Safety and Good Housekeeping Practices	<ul style="list-style-type: none"> • Always contribute to the physical cleanliness and general condition of facilities. • Adhere to all health and safety responsibilities and procedures to minimise risk in line with the organisation's health and safety policies • Support a proactive culture to health and safety across the organisation • Ensure that any matters in relation to health & safety issues are brought immediately to the attention of the appropriate personnel • Take personal responsibility for your own and other safety and welfare when working within the community
Promote Equal Opportunities	<ul style="list-style-type: none"> • Contribute to promoting an environment where equality of opportunity, anti-discriminatory practice, diversity, individual rights and choice are promoted in accordance with Simon Community principles, policies and procedures.
Promote our aims and objectives	<ul style="list-style-type: none"> • Promote the organisation's mission, values, aims and objectives and ensure all organisational Policies and Procedures and Staff Code of Practice are followed at all times.

Please note that this job description provides an indication of the roles and responsibilities and is not an exclusive list of the duties that the postholder may be asked to undertake.

PERSON SPECIFICATION

ESSENTIAL CRITERIA	<ol style="list-style-type: none"> 1. Demonstrate two years experience of using Housing First/Housing Solutions principles in the delivery of support services. 2. Demonstrate two years experience of working with the Common Selection Scheme in the delivery of support services. 3. One years experience of leading/managing/ working towards supervising staff in a similar setting. 4. One years experience of managing service delivery and service development, within a similar setting. 5. Demonstrate interpersonal/team working skills to achieve results 6. NISCC Registered 7. Regular travel between multiple locations is a requirement of the role, A valid driving licence and access to a car or the ability to demonstrate suitable alternative mobility arrangements are essential.
DESIRABLE CRITERIA	<ol style="list-style-type: none"> 1. Relevant third level qualification (e.g. Management, Health and Social Care, Youth and Community, Housing) 2. Demonstrate an understanding of supply and availability of housing in Northern Ireland as it relates to people who are at risk of homelessness, including an understanding of social housing and the private rented sector.

Knowledge and Values	<ul style="list-style-type: none"> • An understanding of the delivery of support to homeless people in Northern Ireland. • An ability to conduct needs assessments and develop support plans to meet those needs. • Knowledge of the issues facing homeless people and those at risk of homelessness. • A commitment to and experience of user involvement in the planning and delivery of services. • A commitment to Simon Community NI values and principles.
Skills and Abilities	<ul style="list-style-type: none"> • Ability to build strong relationships with other statutory and voluntary organisations. • Ability to work in partnership with different agencies. • Excellent written and oral communication skills. • Practical experience of IT. • Ability to co-work on various projects. • Good planning and organisational skills. • An ability to understand and re-present information in a user friendly format. • A willingness to contribute to own supervision and development. • An ability to manage own time effectively. • Ability to strongly advocate and influence on issues related to people who are homeless.