



Supporting children,
young people and families

JOB DESCRIPTION

POSITION: LIVE, WORK, THRIVE COACH

ACCOUNTABLE TO: SERVICES MANAGER

About Connecting Hastings and Rother Together (CHART)

CHART is a Community-led Local Development Programme with access to European Structural Investment Funds (ESIF) to support projects that bring a fresh approach to tackling deep-rooted problems which conventional working has not managed to solve. It is particularly focused on:

- helping disadvantaged people to find and keep work locally
- helping disadvantaged people to start a business or set up as self-employed
- stimulating the local economy to create jobs suitable for local people

About Live, Work, Thrive

Live, Work, Thrive is a partnership project between Hastings Borough Council, Rother District Council, Fellowship of St Nicholas (FSN), Education Futures Trust (EFT) and Sussex Community Development Association (SCDA) to improve access to employment support and work for homeless households. This will mean that participants in the project are also better able to find a new home and help minimize the risk of them becoming homeless again in the future.

Overall purpose of Post

- The Live, Work, Thrive Coach is responsible for providing intensive 1 – 1 information, advice, guidance and support to an allocated caseload to address employability skills and tenancy readiness, supporting them to access employment and long-term accommodation. Also to support the participants re-engagement with their community through signposting, referral and, when appropriate, accompanying them to the activity in line with their individual support plan.
- Liaising with colleagues in their organisation, partners and the Live, Work, Thrive Project Manager, to ensure the support provided is led by the participant and their support plan. Referrals to other services are aimed at meeting the participant's needs and moving them towards re-engagement with the community or into employment and housing. Live, Work, Thrive Coaches will be co-located with the housing options teams in Hastings and Rother Councils, as well as in the local community.

Key Tasks

- **Encourage and promote partnership working:**
Liaise with a range of statutory, voluntary, and private sector agencies and organisations to improve participants' access to services and maximise their choices in particular to source employment opportunities for participants.
- **Work in partnership to identify potential participants:**
Build and maintain effective working relationships with appropriate referral agencies, including the housing options teams in Hastings and Rother Councils, SCDA, FSN and EFT. To work closely with other services (e.g. Medical and Health Centres, Local Authority Health Teams, Jobcentre Plus, Family and Children's Services) to improve access to work, learning, volunteering or housing opportunities for homeless households.

Establish and meet the needs of each individual participant:

Conduct confidential, one to one interviews offering information, advice or guidance, as appropriate, on the range of work and learning opportunities available locally

Enable participants to develop the opportunity to exercise individual choice and the pursuit of their own options for work and learning, and support them in these choices

Assist participants to access and attend appropriate work and/or learning opportunities and community activities

- Use a range of resources to help participants identify their skills, project and online assessment tools
- As appropriate, offer intensive support where individual need has been established (specific to their disability and/or health need)
- Recognise and work appropriately within challenging situations
- Support individuals to access services
- Build resilience and independence in participants



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Signposting and Referral:

- Communicate confidently with colleagues, partner agencies, individuals and the Live, Work, Thrive Project Manager, to identify appropriate learning and work placement providers, to meet individual participants' needs.
- Maintain awareness of and signpost to a range of local providers to meet client needs.

Follow up agreed actions:

- Ensure the necessary support structures are in place to maintain the volunteering, learning or work placement of each participant
- Track participants to ensure up to date information is held at all times.

Management reporting:

- Keep accurate records and assist in the preparation of written and statistical reports, in line with CHART requirements
- Maintain appropriate administrative and recording systems
- Work with others to contribute to the delivery of projects so that they are on time, to target and within prescribed budgets
- Collaborate and contribute to funding bids as required
- Update systems as required accurately and on a timely basis within 1 working day
- Maintain an accurate caseload management sheet at all times
- Report and record achievement of all project outcomes within the month they occur to maximise contract target performance
- Provide one good news story per month reflecting participant progress and/or success

Operational

- Meet regularly with the Team Leader and other designated supervisor for supervision and project reviews and to take responsibility to follow through agreed areas of work
- The varied nature of the role may require flexibility to undertake other appropriate and relevant duties as they occur
- Attend team briefs, meetings and staff meetings.as required

- Promote and comply with organisational policies and procedural requirements
- Work from outreach centres as required throughout Hastings and Rother

Other Duties

To be aware of and work within and promote FSN's policies at all times and report any issues of concern and any complaints to the Line Manager.

To undertake appropriate continuous professional development by attending supervision, training and meetings as and when required.

To carry out any other reasonable duties as requested by Management

This Job Description outlines the general ways in which it is expected you will meet the overall requirements of this post.

The list of tasks is not an exclusive one and duties may be varied from time to time. This Job Description is subject to regular review.