

Progression Co-ordinator Job Description



Salary: £23,869 plus 6% pension contribution

Hours: 37 per week.

Place of Work: Shiloh Support Centre, 15 Station Road, Rotherham, S60 1HN.

Holidays: 25 days per annum

Responsible to: Services Manager

Responsible for: Volunteers

Length of Contract: This is a permanent post subject to funding.

Shiloh Rotherham

Shiloh Rotherham is a charity that offers support to adults who are homeless or at risk of homelessness. Our team of staff and volunteers work with partners to provide support services at our Support Centre, within the community and in the future, at our supported accommodation units. We offer a safe place where our guests will be accepted and supported throughout their time with us. We work alongside every guest (service users) to help them to plan for and realise a better future. Our services are wide ranging covering: Advice & Support, Health & Wellbeing, Skills & Training and Catering & Practical Support.

Our vision is for everyone to have a safe place to call home and have the opportunity to live independently with a good quality of life.

Founded in 1992 on Christian beliefs, the values of the Christian faith are at the heart of what we do. The name 'Shiloh' comes from the Bible where it is referred to as a place of refuge. We believe that Jesus cared for those in need, and we want to do the same. Our support is open to everyone regardless of their beliefs.

Shiloh staff & volunteers are not required to be a Christian, but they must demonstrate an empathy with the vision, values, and mission of the Charity.

About the role

We are looking for an experienced Co-ordinator/Supervisor who is passionate about developing and supporting people to progress and achieve their goals. You will help co-ordinate and deliver a programme of services and activities that provide our guests with opportunities to improve their wellbeing and develop new skills. You will work directly with guests to develop their support/action plan and use your skills, knowledge and partnership links to help them realise their goals. You will support our guests to become 'volunteer ready' so that they can join your team and/or progress to other opportunities in the community. You will also lead and support a team of volunteers both within the Shiloh Support Centre and in the community.

The provision of community based activities and support is in its infancy. We have delivered adhoc community activity/support successfully but we are now looking to build on this in line with our capacity. You will therefore have opportunity to help develop this service by making links with partners and involving new and existing volunteers.

Main Duties and Responsibilities

Delivering and developing a High Quality Service

- Provide direct support to adults with a range of needs including from; homelessness, substance misuse, mental health, debt and/or long term unemployment. Support to be provided on a 1:1 and group basis.
- Deliver activity workshops to small groups of guests to help equip them with the skills, knowledge and experience they need to achieve their goals.
- Carry out initial assessments of guests to determine their needs and support requirements.
- Test and develop a new outreach service with your team of volunteers, helping guests to engage with external services & activities, or build their confidence/skills through activities/events.
- Support the development of Shiloh's supported accommodation units, providing residential based support as required to help tenants progress towards independent living.
- Provide Information, advice and guidance to members of your team and to guests.
- Monitor daily/weekly service outcomes using Shiloh's internal CRM software "Lamplight"
- Work with the Services Manager to train and supervise the volunteer team, while also creating opportunities for guests to progress to new volunteering roles including:
 - (i) Carrying out peer support interventions, e.g. alcohol and drug addictions.
 - (ii) Learning enterprise skills as part of our eBay trading initiative.
 - (iii) Preparing and serving meals in our kitchen.
 - (iv) Delivering or co-delivering events/activities

Leadership and Working Collaboratively

- Lead a team of volunteers who provide assistance to guests, giving them support and encouragement through regular briefings and training.
- Work closely with the Services Manager to help develop your team, identify training/support needs and make improvements to the overall provision of services and activities.
- Shiloh is proud to work with external partners who offer expertise and opportunities to our guests. You will be expected to develop excellent working relationships with partners both within the Support Centre and in the community. You will also represent Shiloh at external meetings, events and functions.
- Take part in delivering a regular partnership street outreach service. The purpose is to engage with and ensure the welfare of people sleeping rough or in need of support. This outreach takes place outside of office hours, usually early mornings and in partnership with other agencies.
- Shiloh is a growing charity which aims to respond and adapt to changing internal and external circumstances. As a team leader you will be expected to approach change with a positive attitude and help others to embrace new opportunities.

Communicating & Planning

- Communicate with volunteers on a regular basis to establish, plan and manage day to day activities, both within Shiloh and in the community. This includes maintaining safe working practices (including lone working) and ensuring daily records and outcome progression forms are completed correctly.
- Communicate with external service providers and agencies by phone and email.
- Liaise with the Services Manager on a regular basis to maintain adequate direction and supervision of the service and your volunteers.
- Take responsibility for guest engagement and capturing of outcomes, ensuring key progression milestones are documented. Recording video/paper testimony will form part of this.
- Assist guests to access services/activities and deal with any complaints.
- Identify and support suitable guests to step into appropriate volunteering opportunities within Shiloh.
- You will be required to address poor guest behaviour and implement Shiloh's code of conduct. You will be expected to resolve issues in line with our values and in a calm, understanding and professional manner.
- You will be responsible for organising volunteer rotas and timetables so that there is sufficient resource available to deliver activities/services/support in a safe way.
- Working with the Services Manager, you will help develop and deliver an activities programme both within Shiloh and in the community.

Work environment

- Shiloh supports guests who are often living chaotic lifestyles, present homeless or in unsuitable accommodation, under the influence of drugs or alcohol or struggling with mental health conditions. You will play a key role in maintaining a safe and welcoming environment for everyone who accesses our services/activities.
- The role will be based both within the Support Centre and out in the community. As such the work environment may vary depending on the location and the nature of the off-site activity.
- There will be physical activity involved as part of the role. There may be long periods of time where the role holder will be on their feet, and some lifting of heavy objects may be required. The early morning street outreach involves walking reasonable distances over uneven terrain in uncertain weather conditions. Some community activities may also require your direct physical involvement e.g. walking/cycling groups.
- The Support Centre in particular can be a busy environment, with a number of hazards; the role of the Progression Co-ordinator is to minimise risk to themselves, guests, staff & volunteers, and other partners.

- The role holder will take responsibility for applying the organisation's Health and safety policy and be expected to raise the alarm in the event of emergency situation and safe evacuation of the building.

Other

- Perform your duties in a manner that positively reflects the vision, values and mission of Shiloh Rotherham
- Willingness to take on other duties as required to further the aims and objectives of Shiloh Rotherham
- Take part in training and personal development and participate in Shiloh Rotherham team meetings, staff development, away days and reviews
- Provide cover for absent colleagues as required.
- Adhere to all of Shiloh Rotherham's policies and procedures in particular our Equal Opportunities, Confidentiality and Health and Safety policies.
- The role holder will be required to travel to carry out their duties, therefore a full UK driving licence and access to a road worthy vehicle will be required.

Equality and Diversity

Shiloh Rotherham will make reasonable adjustments to accommodate people with disabilities. Equality and diversity is at the core of our values and staff are expected to work collectively and individually to promote a constructive and sensitive approach to others from a variety of backgrounds, where the work of others is valued and respected.

Disclosure & Barring Service Check

This post involves working with vulnerable adults and therefore if successful you will be required to apply for a Disclosure and Barring Service records check at an enhanced level. Further information about the Disclosure Scheme can be found at www.gov.uk/disclosure-barring-service-check

Progression Co-ordinator Person Specification



	Essential	Desirable
Qualifications and Training		
A minimum of 5 GCSEs at C or above, 5 O Levels at C or above or equivalent other qualifications.	✓	
NVQ Level 3 or above in Social Care or similar field		✓
Evidence of professional development in subjects and topics relevant to the role e.g. safeguarding, drugs/alcohol, mental health	✓	
Relevant experience		
Relevant experience in a similar setting of which at least 2 years should be in a supervisory/management capacity or proven experience in leadership of a team.	✓	
Previous experience of carrying out person centred assessments.	✓	
Experience of using IT systems including Microsoft Office, in particular Word, Excel.	✓	
Experience of collecting, entering, uploading and retrieving information on databases.	✓	
Experience of leading and supporting a staff or volunteer team	✓	
Experience of recruiting, training, supervising and motivating volunteers	✓	
Experience of managing community based staff/volunteers		✓
Experience of supporting adults in residential settings		✓
Experience of delivering or co-ordinating support services in the community	✓	
Experience of developing and maintaining relationships with partners and acting as an ambassador for the organisation	✓	

General and Special Knowledge	Essential	Desirable
Knowledge and understanding of the challenges faced by homeless adults.	✓	
Knowledge and understanding of safeguarding procedures for vulnerable adults.	✓	
Knowledge and understanding of data protection legislation	✓	
Knowledge and understanding of mental health related conditions	✓	
Knowledge of housing solutions for the homeless		✓
Knowledge of Universal Credit and the benefit system		✓
A knowledge of a range of evidence based substance misuse psychosocial interventions (e.g. Brief interventions, Harm Reduction, CBT, Relapse Prevention, 12-step, SMART Recovery)		✓
Skills and abilities		
Ability to treat service users with respect and dignity at all times, adopting a culturally sensitive approach, which considers the needs of the whole person.	✓	
The ability to motivate, delegate, develop and maintain the respect of a volunteer team.	✓	
The ability to work effectively under pressure and to set deadlines.	✓	
To adopt a positive and flexible approach in order to contribute to an effective working environment.	✓	
Good organisational and communication and problem solving skills.	✓	
Ability to work with and manage challenging behaviour.	✓	
Ability to maintain professional boundaries and work effectively with partnership agencies	✓	
Committed to reflective practice and a desire to receive ongoing feedback, training and development to meet the needs of this role.	✓	
To use an assertive communication style whilst working with guests, colleagues or other agencies.	✓	

Additional factors		
Ability to undertake specific duties including early morning rough sleeper street outreach walks.	✓	
Commitment to equal opportunities and to promoting rights, dignity and choice.	✓	
Ability to adapt to changing project requirements and to be flexible in your approach, embracing changes with a positive attitude.	✓	
Staff Development		
To engage actively in a performance management review process	✓	
To continue personal development in the relevant area	✓	