



Kingston Churches Action on Homelessness
Company Limited by Guarantee
Registered Charity No 1075890; Registered Company No 3735702
St Peter's Church Hall, London Road, Kingston upon Thames,
Surrey KT2 6QL

JOB DESCRIPTION

Location: St Peter's Church Hall, London Road,
Kingston upon Thames, Surrey KT2 6QL

Job Title: **Asset Coach** Hours: 36

Date: 5 June 2019 Grade: New NJC Range 19-21

Duration: Three year fixed-term contract starting July 2019

Responsible to: The Accommodation Pathway Project Manager

Responsible for: Volunteers (to be recruited)

Summary of main purpose of the job:

The Asset Coach has responsibility for:

- Delivering an effective and high quality person-centred 'coaching' service
- A focus on supporting and coaching a caseload of individuals in the Accommodation Pathway Project in such a way as to bring out their strengths, assets and aspirations so that they move away from homelessness and towards meaningful, independent living
- Promoting within the organisation an honest and positive outlook which helps people to find solutions rather than dwelling on their problems
- Challenging individuals in a non-confrontational manner to help bring about lasting positive changes in their lives
- Promoting and encouraging tenant involvement in the decision-making processes of running the Accommodation Pathway Project
- The recording, monitoring and reporting of information relating to this post, operating within an outcome-driven service in line with funding requirements

The Asset Coach is part of an Accommodation Pathway Team where synchronizing closely with one another to provide an efficient and effective service for the benefit of the tenants is essential. The work of the Asset Coach will be contributing to enhancing people's confidence and motivation and ability to sustain a tenancy. This person-centred approach is regarded as crucial to the overall objective of the service - to help each tenant to move on successfully from supported accommodation within a maximum two year stay.

Main duties and responsibilities:

1. To support, empower and encourage resilience and resourcefulness from within each individual residing in the Accommodation Pathway Project to achieve something positive.
2. To work one-to-one with individuals often facing multiple and complex challenges in their chosen setting and who are going through the toughest of life's transitions. To use a personalised coaching approach based on techniques drawn from mentoring, coaching and motivational interviewing
3. Develop, maintain and manage effective working relationships with community partners who can offer leisure pursuit, volunteering or employment opportunities. By brokering opportunities, this can nurture, develop or best use the talents and abilities of each individual and, at the same time, link them into new friendships and networks
4. To assist individuals to move through transitions so that they can take control of their life and contribute positively in the wider community
5. To organise and promote events and activities which have a clear strength-based outcome, encouraging tenants to attend them

Compliance

6. To manage incidents sensitively and effectively and record them accurately and comprehensively
7. To be fully aware of and compliant with policies and procedures, in particular those relating to Equality and Diversity, Health and Safety, Safeguarding and Data Protection. Also to maintain Professional Boundaries, thus ensuring high quality and effective service delivery
8. Efficiently manage a caseload and ensure effective use of time and resources
9. Uphold and promote KCAH's mission, vision and values
10. Ensure all work stations/areas are kept clean and tidy and that equipment and property belonging to KCAH is maintained and accounted for as necessary

Volunteer Management

11. Help recruit volunteers for this service
12. Manage volunteers to assist individuals to put their strengths to good use and pursue their aspirations, at the same time building up new and positive friendships and networks

Record, Review, Monitor and Evaluation

13. To create, develop and maintain timely, thorough and accurate records, ensuring that KCAH's case management system is appropriately updated with notes and records of support given, participation and progress of beneficiaries.
14. To provide the line manager with accurate and timely reports, statistical data and case studies as required, and which contribute to funding reports
15. Solicit and record client feedback

Development and Training

16. To respond positively to new and alternative systems, undertake training and development activities as identified
17. To have a sound knowledge of housing law and the welfare benefits system

Other

18. To work evenings and weekends, as required, in order to fulfil the role
19. As directed, to undertake work not specifically referred to above
20. Complement and support the work of other staff by fully participating in briefings, team meetings, supervision and training and by being fully prepared to discuss ideas and offer solutions

This is a description of the main duties and responsibilities of the post at the date of production. The duties may change over time, as requirements and circumstances change. The person may also have to carry out other duties as reasonably required from time to time and this is a condition of employment.