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| Job Title **Job Description and Personal Specification** | |
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| **Job title:** | CHIP (Catch22 Housing Intervention Project) Coordinator |
| **Place of work:** | North Essex |
| **Hours of work:** | 30 hours per week |
| **Salary/Grade:** | Grade F Zone 3 from £21,907.26 pa pro rata |
| **Reports to:** | Young People & Families Service Manager (East) |
| **Level of screening:** | Application, Interview, subject to 2 x references and enhanced DBS (Child and Adult Workforce) |
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| Who we are | |

Catch22 exists to help build a society where everyone has a good place to live, good people around them, and a fulfilling purpose. [We call these our '3Ps'.](https://www.catch-22.org.uk/about/our-vision/)

We achieve this in two ways. First we improve lives on the frontline through delivery of public services. Secondly, we use our knowledge to change 'the system', to fix the complex web that can trap and disempower those it was set up to help. With the heart of a charity and the mindset of a business, we are uniquely placed to deliver on this challenging agenda.

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| Where you fit in |
| The post holder will be responsible for the coordination and delivery of the Catch22 Housing Intervention Project – known locally as “CHIP”. Working in close partnership with the Housing Associations who commission the service, local and Catch22 stakeholders, you will be responsible for developing, allocating and delivering a range of support packages for vulnerable families and individuals who are at risk of becoming homeless – as well as evidencing impact internally and externally.  You will work with a team of project workers, sessional worker, administrator, and the East Service Manager. You will ensure case information is appropriately recorded, take the lead in impact and outcomes reporting, and you will represent the service in a range of forums. | |
| Main Duties & Accountabilities |

To coordinate and deliver intensive support with vulnerable service users experiencing housing difficulties

To coordinate referrals, allocate work to and line manage CHIP project work and administration staff

To manage and prioritise workloads to meet service needs and contractual requirements.

To maintain appropriate standards and monitor service delivery in accordance with the provisions of the commissioned outcome framework and to produce reports on outcomes and the impact of interventions as required.

To undertake Designated Safeguarding Lead responsibilities for the service.

In conjunction with the Young People & Families Service Manager (East), to promote the service and support ongoing business development

To work in a multi-disciplinary way through building and maintaining relationships with partners, sharing information in line with GDPR and Catch22 Confidentiality policies, attending regular partnership and referrer meetings as necessary

To remain up to date on partnerships, funding and other development opportunities which may arise as relevant to the service

In conjunction with the Service Manager, to prepare and submit local funding applications, and assist in the preparation of national applications for funding where necessary

Recruitment and induction of employees, and provide on-going line management supervision and performance management

To ensure accurate and up to date records are maintained of work undertaken and that data is collected as necessary in line with contractual obligations, and to report into Catch22’s internal data return process

To manage and ensure that Health and Safety processes are followed, and that risk assessments (inc registers) are in place as required

To promote the project through presentations, attending partnership meetings, conferences and meeting with other internal and external partners as required

Use own judgment to develop service processes and practice models in line with service development opportunities, including the impact increased activity levels can have on vulnerable people facing a housing crisis

Identify, plan for and facilitate, co-facilitate and support project staff to deliver group, family and 1.1 activity based sessions in the community

Adhere to and ensure the implementation of Catch22 organisational policies and procedures within their role.

Be fully committed to the active promotion of Catch22’s Equality and Diversity Policy. It is the responsibility of every member of staff to ensure the practical application of this policy

To take part in personal development opportunities as approved by the Manager which will enhance the project and post holder.

Catch22 will provide and review annual performance targets regularly (including the support of personal and professional development)

To act as an ambassador for Catch22, upholding and promoting our values

Carry out such other relevant duties, as required

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| What does good look like for this role? |

Ensuring the above responsibilities are undertaken and met through forming excellent working relationships with all our stakeholders. This will be evidenced through regular 1.1 meetings with your line manager, through data, impact and outcomes reporting internally and externally, and will be quality assured through Catch22’s “Brilliant Basics” audit process.

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| Organisational Relationships |

The post holder will work closely with the Service Manager, with the wider Catch22 Young People & Families “East” group of services, engaging in related organisational initiatives and work streams, as well as liaising with the wider Catch22 Group as required.

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| Job Title: Person Specification | | | |
| **COMPETENCY** | **ESSENTIAL** | **DESIRABLE** | **ASSESSMENT** |
| **QUALIFICATIONS** | Level 4 or equivalent qualification in a related field, or equivalent and demonstrable experience | Qualification in a relevant discipline such as youth, families or community work.  Completed a Level 2 or above safeguarding certificate in the last 3 years. | A, I |
| **KNOWLEDGE** | Knowledge of the issues facing and leading to people becoming at risk of homelessness / eviction  Some knowledge of current legislation and practice standards in regards to Housing, Benefits, Mental Health & Safeguarding with children, young people and adults. | Extensive practical understanding of Housing, Benefits and related legislation  Extensive working knowledge of the difficulties facing vulnerable people relating to complex Mental Health, Child and Adult Safeguarding, Domestic Violence and Substance Misuse issues. | A, I |
| **EXPERIENCE** | Some experience of working with vulnerable people in a housing / homelessness setting  Experience of working in a multi-agency environment, or with a range of stakeholders and partners  Familiarity with Safeguarding, Health & Safety, Equal Opportunities & GDPR processes and procedures  Experience of managing a small team, or some supervisory experience.  Experience of completing case recordings, collating and reporting on demographic, impact and outcome data.  Experienced in work with a needs based assessment and planning framework. | Experience in offering advice, information, guidance and support with vulnerable people struggling with debt and budget management issues  Experience of line managing and allocating complex case work to a team.  Experience of taking a lead role in co-ordinating confidential referrals in line with priority requests, dealing with confidential documents of a sensitive nature.  Experience of being a DSL in a related capacity.  Extensive work experience supporting vulnerable people with complex Mental Health, Child and Adult Safeguarding, Domestic Violence and Substance Misuse issues  Experience of working with hoarding and related behaviours  Experience of working with the Outcome Star framework | A, I |
| **SKILLS & ABILITIES** | Able to manage, co-ordinate and prioritise workloads in accordance with service user, contractual, internal and external policy needs  Excellent written and verbal communication skills, including report writing  Able to understand the systems and processes associated with data collection for reporting purposes  Able to use a variety of personable communication methods when working with a wide variety of stakeholders  Able to work as effectively in 1.1, whole family, group work, community and activity based, or professional meeting environments as required  Good administrative & IT skills  Excellent time management and organisational skills  Sound understanding of and judgement when assessing risk and when identifying issues that need ‘escalating’.  Able to work on own initiative or as part of a team (with internal colleagues and/or external partners) as required | Confident in abilities relating to public speaking, delivering presentations and training  Extensive leadership skills and the ability to support a small team  Ability to fully utilise the Microsoft Office 365 suite of programmes (i.e. Word, Excel, Teams etc) |  |
| **OTHER** | Share Catch22 values and comply with our policies and procedures  Awareness of and commitment to Equality, Diversity and Inclusivity  Willing to travel and work flexible hours, including evening and weekend, as required by the service  To carry out such other relevant duties, as may be required and as are commensurate with the nature and grading of the post  The post will require a full clean driving license. |  |  |