

Job Description and Person Specification

Job title	Resettlement Coordinator
Project base	Crewe, Cheshire East
Hours & salary	37.5 hours per week £29,444 - £31,272 per annum
Accountable to	Housing Team Leader

About Emerging Futures CIC

Emerging Futures began in 2014, born from a belief that recovery is possible for everyone, and that those who have walked that path should lead the way forward.

From modest beginnings, Emerging Futures expanded across the UK, to a growing and diverse team of staff and volunteers, many with lived experience themselves. Offering support to people affected by homelessness and drug and alcohol use, Emerging Futures has helped thousands through housing, coaching and therapeutic programmes.

Using compassion and courage, Emerging Futures believes that recovery is not just a word, it's a promise that anything is possible. Together, we're working for a world where everyone has somewhere to live, something to do, and someone to love.

About the role

As a Resettlement Coordinator you will provide wide ranging recovery, tenancy sustainment, resettlement, and specialist support to people with a history of substance and/or alcohol issues and homelessness, who are living in our supported housing service in Cheshire East.

Working closely with local partner agencies and housing providers, you will deliver targeted support across the borough to prepare residents to make the transition from supported housing into suitable move on accommodation.

You will identify local resources to provide specialist housing support, improve access to affordable accommodation, address barriers to independent living, help with income maximisation and tenancy sustainability, and reduce the risk of eviction and homelessness.

You will deliver support to residents to build resilience, improve wellbeing, lead healthier and more active lifestyles and participate in meaningful activities in the community.

You will support the Service Manager in identifying supported move-on opportunities and service improvements, ensuring the delivery of housing services that provide value for money.

Principal duties and responsibilities

Service delivery & performance

You will establish constructive relationships with residents and support and encourage them to engage in positive and meaningful activities that will help them move forward with their lives.

This may include delivering group work, individual one-to-one support, setting recovery goals and developing move on plans tailored to a resident's future housing needs.

You will raise awareness of the full range of housing options available, manage resident expectations around future move on and resettlement opportunities, work with residents to maximise independence and become financially stable, and create and encourage a culture of moving on.

You will assist residents to register and apply for social housing and to understand and navigate their way around the statutory and regulatory requirements of the private rented sector in preparation for independent living.

You will attend and participate in 'house meetings' and help to organise and facilitate housing and tenancy related advice sessions and workshops for residents and encourage their active participation.

You will encourage and support residents to develop the tenancy management and sustainment skills required when moving on from supported housing and deliver training to prevent future eviction and homelessness, preparing them emotionally and financially for independent living.

You will ensure that client records are efficiently, accurately, and professionally recorded and maintained in our data management systems, using appropriate language and terminology.

You will develop and maintain service directories of local housing provisions, financial support, and housing assistance schemes for residents moving towards independent living.

You will manage the tenancy support referral tracking spreadsheet, prioritise and co-ordinate action, monitor outcomes and provide service delivery reports as required.

You will assist the service manager in the production of quarterly performance monitoring and narrative reports for Commissioners and partner agencies.

Finance

You will liaise with colleagues from the Local Authority Housing Benefit department to ensure that claims and applications for financial assistance are submitted and processed efficiently and effectively in order to maximise income and reduce rent loss when residents are moving on from supported housing into independent living.

You will assist residents with housing benefit and universal credit applications, conduct affordability assessments, perform benefit calculations and provide advice and guidance around budgeting and money management to support the transition to independent living.

You will help residents to access grants and local housing assistance schemes that are available to overcome the financial barriers and upfront costs that can restrict access to housing.

Community engagement

You will help to raise the profile of EF, promote your service and share examples of best practice with wider audiences.

You will support the development of a variety of internal and external assets, develop and maintain a central housing distribution list for East and Central Lancashire and regularly produce and distribute housing related bulletins.

You will take an active role in the wider community and create opportunities for partnership working to make recovery visible, viable and an attractive option for all.

Health, safety, and risk management

You will support the service manager to implement risk and quality assurance procedures.

You will ensure the safety of all staff, tenants and service users and maintain awareness of risks and changes in the working environment. You will contribute to the maintenance and monitoring of health and safety and security policies, systems and protocols.

You will comply with and adhere to serious untoward incident, accident and safeguarding reporting in line with policy and procedures.

You will deal with issues and complaints raised by complying with EF's complaints processes.

Generic duties and responsibilities

Confidentiality

Service user, volunteer and staff information is confidential. It is a condition of employment that staff do not use or disclose any confidential information obtained in accordance with data protection legislation.

Code of Conduct

All staff are expected to adhere to all EF's policies and procedures that establish standards of good practice and follow any codes of conduct which are relevant to their own profession. Staff will promote and ensure adherence to Equality of Opportunity policies and anti-discriminatory practice, demonstrating EF's commitment to valuing diversity.

Privacy and dignity

Staff should respect service user/family/carer's diversity, cultural needs and privacy.

Safeguarding

All staff have a duty to safeguard and promote the welfare of service users, volunteers, their families and carers. Staff have a duty to ensure they are familiar with safeguarding policies, attend safeguarding training and know who to contact if they have concerns about an adult or child's welfare.

Health and Safety

EF has a duty of care to employees and will ensure that, as far as is reasonably practicable, adequate training, facilities and arrangements for risk avoidance are in place. All employees are required to comply with relevant Health & Safety legislation and policies relating to Health & Safety and Risk Management.

Professional development

Staff must be committed to their professional development and keep up-to-date with relevant developments and legislation in the sector.

Skills and experience

Essential	Desirable
Experience of working with people with complex needs including challenging or negative behaviour, substance misuse and/or criminal offending backgrounds and supporting them to make changes to their lives. Experience or an understanding of supporting people to develop their personal strengths and sustain their tenancy within a 'supported housing' environment. An understanding of the harmful effects associated with drug and alcohol misuse and offending in relation to health, social welfare, housing, employability and personal relationships. Experience of developing partnerships and working collaboratively with other organisations.	Coaching/counselling/health and social care qualification. Housing management experience and/or experience of working in the housing sector with vulnerable people. Full, clean UK driving licence.