

## Housing Co-ordinator, Burgess Hill

Turning Tides is a community led homelessness charity operating in Worthing, Littlehampton, Horsham, Mid Sussex and surrounding areas. A group of local Christians established the charity in 1992 as Worthing Churches Homeless Projects (WCHP) to help those sleeping rough in Worthing. Currently Turning Tides employs over 160 staff and 300 volunteers, helping hundreds of people, providing a wide range of services to support them towards a sustainable, fulfilling life within the community.

Turning Tides operate a range of projects/functions:

- **Hub and Outreach Services**
  - St Clare's Community Hub (Worthing)
    - Hub for multi-agency Rougher Sleeper's Team
    - In reach drug and alcohol and physical health clinics
    - Range of groups such as women's group, art, IT Junction and similar
    - Community Inclusion Team
    - Advice and Assessment Team
    - Outreach, move on support and reconnection
    - Food/clothing donations coordination
  - Littlehampton Community Hub
    - Advice & Assessment team
    - Community Inclusion team
    - Breakfast Club
    - Outreach Worker across Arun
    - Groups such as Skills workshops, Arun District Council Housing Drop in, Foodbank, and dedicated women's group in partnership with Safe in Sussex
  - Horsham and Mid Sussex Services
    - Outreach Manager
    - Outreach Workers
    - Support Coordinators
    - Community Inclusion Workers
    - Mental Health Coordinator
  - Wellbeing Liaison Team
    - Wellbeing Liaison Team Manager
    - Counselling coordinator
    - Homelessness staying well worker
    - Mental Health Support worker x2
    - Homelessness Social worker x2
    - D2A worker
  - Community Links Team
    - Community Links manager
    - Support coordinators
    - Substance Misuse worker
    - Substance Misuse and Wellbeing Worker
    - HARP coordinator

- Housing First Team
  - Housing First Manager
  - Housing First Workers
  
- **Lyndhurst Road Accommodation Service (Worthing)**
  - 34 bed emergency/assessment service
  - 24/7 double cover staffing
  - Shared office space for local statutory and Voluntary services
  - Harm minimisation and Psychologically Informed Approach
  
- **Recovery Project (Worthing)**
  - 28 bed CQC Registered Tier 4 substance misuse service
  - 24/7 staffing, double day and single night cover with waking night workers
  - Social Work Co-ordinator
  - Abstinence and harm minimisation
  
- **Byron and Manor Road Hostels (Worthing)**
  - 15 bed complex needs
  - 24/7 staffing, double day and single night cover with waking night workers
  - 14 bed move on hostel
  - Abstinence and harm minimisation
  - Psychologically informed approach
  
- **Move On Housing (Worthing, Littlehampton, Horsham and East Grinstead)**
  - 18 houses for move on and long term housing
  
- **Community Fundraising Team**
  - Organising regular fundraising events throughout the year.
  - Increasing our donor database
  - Delivering talks about the work of Turning Tides
  - Securing fundraising income as required to protect the provision of services
  - Educating the local community about homelessness
  
- **Co-ordination of 250+ Volunteers**
  - Mentoring and Befriending Scheme
  - Corporate Volunteering

Turning Tides remains determined to end local homelessness - a reality that can only be achieved through finding shared purpose with clients, other services and the wider community.

For further details go to [www.turning-tides.org.uk](http://www.turning-tides.org.uk)

## Job Background

This role has been funded by the Ministry for Housing and Communities and Local Government (MHCLG) Next Steps Accommodation Programme (NSAP), in partnership with Mid Sussex District Council. This service will provide Housing Led supported accommodation to meet the needs of rough sleepers, which are currently unmet in the area.

The Housing Coordinator will be responsible for reviewing referrals and ensuring that the referral process is streamlined and accessible, offering our clients choice and control. Additionally, they will oversee the management, health and safety and income of the service with support from the Move on Housing Manager.

## Key Terms and Conditions

Hours:	37.5 Hours per week, primarily office hours, with some flexibility for occasional out of hours working.
Pension:	All eligible staff will be auto-enrolled into a stakeholder pension scheme offered by Royal London upon commencement of employment. Upon auto-enrolment staff will receive a welcome pack.
Contract:	Permanent
Annual Leave:	25 days increasing 1 day per year up to 28 days (not including bank holidays).

## Summary of the Role

To engage with Mid Sussex District council to ensure referral processes that are accessible and allow clients choice and control. Working within a person-centred and psychologically informed approach, the Coordinator will work with clients to ensure that they have the skills and knowledge to sustain tenancies beyond Turning Tides accommodation. By working closely with the Move on North Housing Manager they will ensure that clients are supported to move towards independent living.

## Reporting to

Move On Housing Manager - North

## Location

Burgess Hill

## Key Responsibilities

### Housing Management

- Work proactively to seek referrals into the service, forging relationships with Mid Sussex District Council's Housing Team. To ensure that referrals into the service are appropriate and meet the needs of the local community.
- Contribute to the overall strategic planning process, and deliver service specific goals set out in Turning Tides business and organisational plans
- Support the development and implementation of an effective strategy for the service that compliments and contributes to the overall organisational strategic plan. Identifying opportunities for growth and improvement within your own service.
- Build relationships across the sector, learning from and encompassing best practice within your services in order to achieve the highest quality of service provision.
- Complete all assessments and inductions into the service.
- To maximise rental income through effective voids and rent arrears control. Ensuring that rental income is achieved through engagement with local housing benefit teams. Ensure that service charge arrears are minimised and that the service remains financially viable.
- To deal with breaches of licence conditions, including rent and service charge arrears, antisocial behaviour, harassment and misuse of property
- To support clients in areas such as financial inclusion, ensuring that they are supported to access appropriate welfare benefits and are able to access budgeting or debt advice.
- To ensure regular property inspections are undertaken. Including ensuring compliance in areas such as Health and Safety, maintenance and HMO regulations.
- To keep the Organisation's properties and facilities in a good state of repair and maintenance, ensuring any works are appropriate and cost effective
- Identify planned maintenance works and undertake day-to-day liaison with contractors, consultants, residents and surveyors
- To carry out pre-void inspections, arrange re-letting works, obtain nominations, assess applications and complete new tenancy/licence documentation
- To ensure prompt and appropriate responses to resident enquiries
- To encourage and support tenants'/residents' groups and attend meetings as required
- Develop strong partnerships with registered social landlords, private rented sector landlords and housing providers to procure and maintain accommodation options for clients within the service
- Develop, maintain and coordinate effective working relationships with external agencies and internal teams, promoting effective communication for and about clients ensuring the accommodation services in Mid Sussex are widely known and promoted

## Client Support

- Collaboratively with the Health and Wellbeing Coordinator develop personalised individual support plans utilising a psychologically informed approach with clients. These plans should include SMART objectives with a tailored wrap-around support service to clients, encompassing related social and health care needs.
- Develop and assist in the delivery of core-skills support to clients such as:
  - Tenancy sustainment
  - Relapse prevention
  - Employment and education
  - Budgeting
  - Rebuilding relationships and community engagement
- Provide information, advice and an advocacy service for clients, to support them to access appropriate services, including; welfare benefits, liaison with housing providers, mutual aid groups and access to treatment (including GP, drug, alcohol and mental health services etc.)
- Support clients to develop skills to adhere to terms and conditions of license agreements and take actions to ensure compliance as appropriate and when required
- Complete move on housing plans in conjunction with clients in an appropriate and timely manner. Developing relationships with local providers and landlords in the privately rented sector to develop pathways out of homelessness
- Along with the Health and Wellbeing Coordinator provide regular 1-2-1 support to clients in line with individual support plans
- Ensure all support plans and risk assessments are up to date and take account of changing needs

## Development

- To lead on developing robust referral routes into and out of services, for example working with supported and social housing providers, the local authority and the private rented sector
- To contribute to the development of the Turning Tides Move On Housing strategy
- To keep well informed of changes and developments in relevant housing, homelessness legislation and benefits

## Risk Management

- Ensure all processes are robust and compliant with all legislative and organisational requirements
- Ensure all relevant risks are identified and managed appropriately.

## Collaboration

- Drive a co-produced approach to bring clients, staff and communities to the heart of Turning Tides services
- Promote and encourage coproduction and client involvement in the service and within Turning Tides as a whole. Taking every opportunity to involve clients in the design and delivery of services and to provide feedback on the quality of service provision

- Develop and grow partnerships across West Sussex to the benefit of clients who use our services, utilising a 'Systems Leadership' approach
- The ability to create good working relationships within our own services and to create effective pathways through these services through creating effective alliances

### People Management

- Develop, inspire and lead a high performing team with ambitious goals and clear accountabilities
- Facilitate the understanding, co-operation and involvement of colleagues at all levels throughout the organisation
- Create an environment in which staff are engaged and empowered to achieve greater impact and understanding of the strategic vision of Turning Tides
- Complete effective staff supervision, case review meetings and professional development plans with staff within your service

### Monitoring

- Participate in the staff review and development appraisal process
- Attend regular supervisions
- Maintain client database and monitoring systems including Turning Tides Inform database
- Complete quantitative and qualitative data when required for monitoring and evaluation purposes

### Compliance with Organisational policies and regulatory requirements

- Abide by Turning Tides' policies and procedures and regulatory requirements at all times and in particular:
  - Health and Safety
  - Adult and Child Safeguarding, Professional Boundaries
  - Confidentiality and Data Protection Act
- Ensure all service policies and procedures are regularly reviewed and well embedded
- Play an active part in the development and implementation of organisational wide policies and procedures

### Equality and Diversity

- Promote and embed a proactive approach to equality and diversity – by example and approach
- Undertake equalities impact assessments and reviews

### General

- Maintain personal development including participation in supervision and training
- Undertake any other duties as may be required from time to time commensurate with your status and capabilities
- Maintain at all times the ethos of Turning Tides

## Person Specification

### Housing Coordinator

This person specification lists the skills, knowledge and experience required. You should provide evidence, in the form of an example, that you meet each **short list criteria only** (this is marked “**S or S/I**” on the person specification) on **page 3** of your application form.

E = Essential criteria    D = Desirable criteria  
S = Short listing criteria    I = Interview criteria

Criteria	E or D	S and/or I
<b>Knowledge</b>		
1. <b>Good IT skills specifically around the use of databases and excel and interpreting of data and effectively using data to improve outcomes.</b>	E	S/I
2. <b>Good knowledge of substance misuse, mental health and support for those with multiple and complex needs.</b>	E	S/I
3. <b>Able to influence both internally and externally, to find shared purpose and build on the insights &amp; experiences of others with a co-produced approach.</b>	E	S/I
4. <b>Good understanding of the homeless sector and the factors that lead to and magnify the impact of homelessness on individuals and communities.</b>	E	S/I
<b>Leadership and Management</b>		
1. <b>Good leadership skills with the ability to provide clear direction and positive outcomes</b>	E	S/I
2. <b>Good knowledge of best practice, research, policy, and legislation around homelessness and coproduction</b>	D	I
3. <b>A good networker and confident communicator, who possesses strong interpersonal skills that inspire others and develop partnership opportunities through passion for Turning Tides’ mission</b>	E	S/I

4. Proven ability to provide case management and support for staff teams. Including a strong understanding of person centred support planning and risk management.	E	I
5. Demonstrates creativity and a willingness to initiate and embrace change and new approaches	E	I
<b>Experience</b>		
1. <b>Proven track record of leading and managing teams</b>	<b>D</b>	<b>S/I</b>
2. Proven experience of successfully developing services within the voluntary or public sector.	D	I
3. <b>A track record of collaboratively delivering on change and innovation within services or an organisation</b>	<b>D</b>	<b>S/I</b>
4. Experience in creating and effectively managing budgets and forecasts.	D	I