



Job Description

Job Title:	Support Coordinator
Job Grade:	A3
Reports to:	Team Manager
Direct reports:	N/A
Clearance required:	Enhanced DBS check
Key stakeholders:	Service users, multi-disciplinary team members, family members, Service Managers, Area Managers.

Workplace values

Waythrough launched in October 2024 following the merger of Humankind and Richmond Fellowship. Our vision is to break down the barriers that stop people getting the support they need to live a life they value. We tackle poverty and disadvantage in communities, through mental health, drug and alcohol, housing and related support.

We have almost 200 services around England – and nearly 3,500 amazing staff and volunteers who run them. Every year our services support around 125,000 people.

Bringing together two big organisations is not a small task and it'll take a while to fully integrate our systems, processes and approaches. That's why you will notice the jobs here are still branded 'Humankind'. Next year we'll be fully integrating our recruitment systems but for now they are separate.

Job Purpose

To work as part of a team to deliver support packages to help service users live independently in

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the community and ensure appropriate sustainable accommodation, help maintain accommodation or find offenders and those at risk of offending in the relevant area.

Key accountabilities:

1.	Support clients to live independently in their own accommodation and progress towards sustained independent housing.
2.	Manage a caseload of service users as allocated by the Team Manager and complete high quality and comprehensive needs assessments and risk assessments for those service users.
3.	Develop comprehensive support / risk plans to identify how individual service user needs will be met in order to help each service user live independently within the community and achieve sustained outcomes.
4.	Undertake outreach sessions to referral agencies and other stakeholders to publicise the service, to receive referrals and to give signposting advice. To attend any relevant multiagency meetings as required.
5.	Review individual support / risk plans within appropriate timescales and no later than once every three months.
6.	Deliver housing support and recovery focused sessions to small groups of service users together, which may include training on: housing options, 'Tenancy Ready', Humankind's bespoke recovery programmes, etc.

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7.	Record case notes, input information onto the database promptly and maintain other relevant Management Information Systems as required in order to ensure effective case management and assist monitoring and evaluation of service delivery.
8.	Liaise with statutory and other appropriate agencies / network/ forums to contribute to the development of a comprehensive needs and risk assessment for each client and general service provision.
9.	Work as part of a team providing cross provision/ service support where reasonable and attending regular team meetings.
10.	Ensure that vulnerable people are protected through knowledge and application of Adult and Child Safeguarding Procedures.
11.	Undertake continuing professional development including participating in performance reviews and attending training as/when required.
12.	Work in accordance with all relevant legislation, policies & procedures and guidelines – both internal and external. This includes Humankind's clinical governance framework.
13.	Maintain accurate and up to date records and reports and provide written and verbal reports as required.
14.	Keep abreast of policy and professional development within your area of professional expertise.



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15.	Work flexibly across operational sites and within an agreed number of hours to maintain appropriate service provision, This will include evening and weekend working.
16.	To promote, adhere to and live our workplace values of being honest, committed and inventive.

This Job Description is not definitive and outlines key accountabilities – colleagues are expected to be flexible regarding their accountabilities and will from time to time be asked to carry out other duties to ensure achievement of company goals.

Person Specification

Technical/ Professional Qualifications	Essential or Desirable
NVQ Level 2 in Health & Social Care (or above or equivalent) or willing to work towards this in post.	E
Skills	Essential or Desirable
Proficient in Microsoft Office programmes	E
Knowledge/ Previous Experience	Essential or Desirable
Knowledge of welfare benefits system and relevant legislation.	E
Knowledge of housing options available and relevant legislation.	E
Knowledge of Safeguarding practice and relevant legislation.	E
Experience of multi-agency working with a wide range of external partners.	E



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Experience of supporting vulnerable people, including support planning and risk management.	E
Experience of, and ability to, manage a case load of service users, supporting them to achieve greater independence.	E
Ability to communicate well and maintain accurate records within appropriate case management systems.	E
Knowledge of the Criminal Justice System, including MAPPA offenders and associated processes.	D

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Person Specification

Competencies	
Lead and Inspire	Defines the future direction of Humankind through identifying current and future challenges and longer-term opportunities.
Create and Innovate	Takes a solutions-focused approach to the challenges we face as an organisation. Looks at new ways of working and responding innovatively with new ideas or developing current approaches to meet organisational needs.
Developing Our Talent	Creates a positive and supportive environment in which individuals can grow and develop enabling them to realise their full potential.
Impactful Communication	Shares information and presents ideas or themes clearly and convincingly so that others see us as open, transparent and credible, and want to engage with us.



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Delivering Results and Achieving Greatness	Focuses on our individual drive and personal focus to succeed in delivering against our key business objectives and targets.
Service Excellence	Continues to build on Humankind's reputation within the industry, becoming a "provider of choice" recognised by external bodies as meeting the diverse needs of our customers and delivering the highest standards of service delivery.
Working Together	Defines how we work with each other and our customers, partners, commissioners and stakeholders.
Safeguarding training required on start	