

Job Description

Job Title	Support Coordinator
Function	Service Delivery
Department/Team	
Reports to	Service Manager
Direct Reports	N/A
DBS Check Level Required	Dependent on service
Grade/Job Evaluation Level	Core - Coordination
Salary Banding	Individual Contributor C
Created/Reviewed date	August 2026

You will be working for

As a dynamic and purpose-driven organisation, we recognise that our people are at the heart of everything we do. The Regional Director will play a pivotal role in creating an environment where our staff and volunteers feel valued, supported, and empowered to deliver lasting change.

Our charity is committed to creating meaningful impact in the lives of those we serve. As a values-driven organisation, we understand that our people are central to achieving our mission.

Within Operations we are responsible for ensuring the smooth and effective delivery of services. By ensuring services are well-coordinated, compliant, and responsive to the needs of the people we support, our work will directly enhance service quality, improve outcomes for

individuals, and strengthen Waythrough's overall impact in transforming lives and communities.



Purpose of the Role

To work as part of a team to provide support and enhanced housing management to service users in order to help them live independently and progress towards sustained accommodation.

Key Accountabilities

Planning/Service Delivery

- Support clients to live independently in their own accommodation and progress towards sustained independent housing.
- Deliver housing support and recovery focused sessions to small groups of service users together, which may include training on: housing options, 'Tenancy Ready', Waythrough bespoke recovery programmes, etc.
- Ensure that vulnerable people are protected through knowledge and application of Adult and Child Safeguarding Procedures.

Performance

- Work in accordance with all relevant legislation, policies & procedures and guidelines – both internal and external.
- Maintain accurate and up to date records and reports and provide written and verbal reports as required.

People

- Work as part of a team providing cross provision/ service support where reasonable and attending regular team meetings.

Development and engagement

- Undertake continuing professional development including participating in performance reviews and attending training as/when required.
- Keep abreast of policy and professional development within your area of professional expertise.



General Accountabilities

- To lead and facilitate group work sessions
- To contribute to and attend multi-disciplinary team meetings
- 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 multi-agency meetings as required.
- Review individual support / risk plans within appropriate timescales and no later than once every three months.
- 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.
- Liaise with statutory and other appropriate agencies / networks / forums to contribute to the development of a comprehensive needs and risk assessment for each client and general service provision.
- Promote and adhere to the organisation's equality, diversity and inclusion approach.

Additional Information

- Work flexibly across operational sites and within an agreed number of hours to maintain appropriate service provision, this will include evening and weekend working.

Values and Competencies



Our Values
• Kindness - Be generous, caring and compassionate • Courage - Be bold, trust, commit • Respect - Everyone deserves dignity

Person Specification

Qualifications	Essential or Desirable
NVQ Level 3 in Health & Social Care (or above or equivalent) or willing to work towards this in post.	Essential

Skills	Essential or Desirable
Proficient in Microsoft Outlook Office programmes.	Essential

Experience	Essential or Desirable
Knowledge of welfare benefits system and relevant legislation.	Essential
Knowledge of housing options available and relevant legislation.	Essential
Knowledge of Safeguarding practice and relevant legislation.	Essential
Experience of multi-agency working with a wide range of external partners.	Essential
Experience of supporting vulnerable people, including support planning and risk management.	Essential



Experience of, and ability to, manage a case load of service users, supporting them to achieve greater independence.	Essential
Ability to communicate well and maintain accurate records within appropriate case management systems.	Essential
Ability to drive and owns a vehicle which can be used for work purposes	Essential
Knowledge of the Criminal Justice System, including MAPPA offenders and associated processes.	Essential

