



St Basils

BANK PROGRESSION COACH

Applicant Information Pack

Closing Date: Ongoing

Interview Date: TBC





Our Mission

St Basils *works* with young people to:

- Enable them to find and keep a home
- Develop their confidence, skills and opportunities
- Prevent youth homelessness

Our Vision

Our vision for all young people is that:

- Homelessness is not part of their experience of growing up
- There are integrated education, employment and housing pathways
- They are able to access the support and development opportunities they need to secure their futures and realise their potential

Our vision for St Basils is that:

- By 2022 we will be the leading provider of accommodation, support and psychologically informed services for young people across the West Midlands.
- Our service developments will include:
 - Increasing our bed spaces outside Birmingham and growing our services in new areas
 - a nationally renowned centre of excellence for young people with complex needs
 - extending our service offer to Care Leavers
 - additional Live and Work schemes for young people engaged in education, training and work
- We will be the national lead for:
 - Psychologically informed consultancy, training and reflective practice services
 - Youth Voice engagement and support

ABOUT US

St Basils works with young people aged 16–25 who are homeless or at risk of homelessness, helping over 5000 young people per year across the West Midlands region with specific services in Birmingham, Sandwell, Solihull, Walsall, Warwickshire, Worcestershire, the Wyre Forest and Coventry.

Every year over 1200 young people are housed in our 33 supported accommodation schemes, which for some young people includes their young children as well. We have a range of prevention, accommodation and support services to help young people regain the stability they need to rebuild their lives, gain skills, training and employment and move on. The aim is to help them successfully break the 'cycle of homelessness' so that they can go on to experience a bright, fulfilling future and never return to a state where they are at risk of homelessness again.

St Basils also works with young people and partners on a national basis (funded separately). We facilitate the National Youth Reference Group and the Youth Homeless Parliament, we are part of the national End Youth Homelessness Alliance and we are working to roll out our 'Positive Pathway' model nationwide.

HERE ARE THE LATEST STATS ON OUR SERVICES:

During April 2017 - March 2018:

4570

young people were provided with advice and support services

89%

prevented from being homeless

1577

were housed by St Basils. 91% moved on in planned positive way

187

young people and their families were supported by our family mediation service which aims to prevent youth homelessness; 82% of those young people were able to return to or remain in the family home as a result

99%

of young people surveyed said they were satisfied with St Basils' Landlord Services

98%

surveyed said they were satisfied with our support services

"You often hear the phrase that Birmingham is Britain's second city but in my view we should be proud of the fact you are Britain's first city when it comes to care for vulnerable homeless young people". "No-one else is doing it as well as St Basils." – HRH The Duke of Cambridge

On behalf of St Basils, may I take this opportunity to thank you for your interest in working with us.

You are looking to join us at a very exciting time in our development - St Basils has grown and developed services in response to ever changing needs and a better understanding of what works. This is a continuing dynamic process and we are the largest organisation of our kind. Our focus is on young people and our first principle is 'young people first', closely followed by 'everybody counts'. Each of us is expected to live up to those and our five other key principles and to make our contribution in delivering and improving our services.



Here at St Basils, we are a multi-talented, diverse team. We are proud of our diversity and are keen to nurture our broad range of skills and talents within a framework of principles, which will inform our judgments. We have expectations and hopes that if you are successful, you will give of your best and commit to continuous improvement for yourself and the agency. In return, we will do our best to provide a fair and developmental working environment.

We want to ensure that if you are successful, you settle into St Basils and your new role as quickly as possible - you will have a specific and important part to play in ensuring that the agency achieves its business goals. You will be joining an organisation with a real opportunity to make a difference to the lives of our young people!

I hope that you find this information pack informative and helpful throughout the application process.

Yours Sincerely,

Mrs Jean Templeton
Chief Executive - St Basils

ABOUT THE ROLE - BANK PROGRESSION COACH

Young people tell us that Bank Progression Coaches need to genuinely care about them and their futures, go the extra mile, be reliable, friendly and able to relate to them and their problems.

Many of our young people have not had the best start in life and face significant challenges in securing a positive future – they need support to make progress and achieve their aspirations especially around employability. As a bank support worker, you will have a case load of young people and you will play a central role in their lives, working alongside them to assess risks and needs and to develop plans which will enable them to make progress.

Using a social pedagogy approach (head, heart and hands), you will work holistically with your young people, having regular contact with them and keeping a close eye on their progress.

At St Basils, bank support workers will be working in supported accommodation based settings and also provide floating support for young people in their own tenancies across the West Midlands. Ability to work as part of a team is essential, as well as preparedness to work outside normal office hours.

Experience is not essential, we will provide all necessary support, induction and training.

If you have these qualities, are able to engage with young people and feel able to make a positive difference to their lives we would be delighted to receive your application.

JOB DESCRIPTION AND PERSON SPECIFICATION - BANK PROGRESSION COACH

JOB TITLE	BANK PROGRESSION COACH
REPORTS TO	YOUTH SERVICES MANAGER
HOURS	ZERO HOUR CONTRACT - FLEXIBLE WORKING HOURS
SALARY	£9.00 PER HOUR
BASED FROM	WEST MIDLANDS - VARIOUS AREAS

PURPOSE OF THE ROLE

- To work in any setting required to meet the needs of the service within the West Midlands.
- To provide last minute support to the team concerned when required with the appropriate skills, knowledge and experience to enable the young person at risk of homelessness to develop their skills, confidence and opportunities and make a successful transition to adulthood.

PRIMARY RESPONSIBILITIES

MAIN DUTIES

- To adhere to quality standards required by St Basils
- To work closely with the team managers / and team to ensure that the St Basils policies and procedures are carried out to a high standard.
- To contribute towards the smooth working of the team by having a positive and supportive relationship with colleagues and others involved in the care of tenants.
- To provide care and support of the highest standard at all times
- To use own initiative where necessary when working with tenants and colleagues
- To ensure tenant' s needs are met
- To support tenants in their decision making
- To work closely with manager regarding tenants personal finance affairs are met
- To bring attention to the team manager any concerns relating to young people and their well being
- To protect each tenant from any form of abuse
- To assist young people to achieve their support plan goals by helping with life skills or other support needs.
- To organise evening and weekend activities including resident meetings.
- To assist young people to manage any crises, emergencies and difficulties that may occur out of hours.
- To maintain accurate records.
- Work as part of a team to assist in the preparation of accommodation for new residents, which may involve some cleaning duties.
- To be involved in the induction of new staff, to supervise and support volunteers, trainees and students.
- To take responsibility for safeguarding the welfare of young people

	<ul style="list-style-type: none"> • To accept and record any payments made by young people and ensure that they are processed in line with the organization's policies and procedures. • Required to work anti-social hours including nights and weekends
GENERAL	<ul style="list-style-type: none"> • St Basils is a Psychologically Informed Environment (PIE). PIE is an approach to supporting people out of homelessness, particularly those that have experienced complex trauma. St Basils provides a programme of PIE training and reflective practice to help staff understand the behaviours of the young people that we work with and help staff to work more creatively and constructively with challenging behaviours. You should actively engage with St Basils PIE programme and all events and activities that you are required to attend. • To be responsible for your own health and safety whilst at work, and the health and safety of any other employees or visitors. • The post holder must take responsibility for their own self development and ensure that the knowledge and information they use in their job is current and relevant
MEDIA	<ul style="list-style-type: none"> • To consult with his/her Line Manager and/or the agency's PR/Media Officer when likely to be involved in any campaigning issues or before any involvement with the media on matters relating to St Basils.
ESSENTIAL RECORD KEEPING	<ul style="list-style-type: none"> • Ensure all information relating to services are accurate and up-to-date • Maintain accurate records of progress towards the achievement of agreed goals for service • Follow & promote all policies and procedures at all times
HEALTH & SAFETY	<ul style="list-style-type: none"> • Follow & promote all policies and procedures at all times • Ensure that Health & Safety regulations are met and that Fire regulations, risk assessment and behavior management procedures are adhered to at all times
ACTIVELEY CONTRIBUTE TO THE TEAM	<ul style="list-style-type: none"> • Liaise and communicate with other employees and external professionals appropriately to ensure a coordinated approach to programme planning is in place. • Attend and contribute to team meetings • Advise the management team of any concerns, changes or supplementary services needed • Be supportive and respectful to colleagues and management
CONFIDENTIALITY	<ul style="list-style-type: none"> • Confidentiality is of the utmost importance and must be maintained at all times

PERSON SPECIFICATION - BANK PROGRESSION COACH

APPLICANT SHOULD ENSURE THAT THEY ADDRESS THE REQUIREMENTS OF THE POST WITHIN THEIR APPLICATION		
	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Maths & English GCSE Grade C or Above 	<ul style="list-style-type: none"> NVQ 3 in Care, Advice and Guidance or other relevant subject
Role Experience	<ul style="list-style-type: none"> Experience of working with young people in the following settings: youth work, residential or social work, probation/criminal justice, community work, education and training, housing or support work. 	
Knowledge	<ul style="list-style-type: none"> Ability to use initiative Knowledge of and Commitment to E.O.P./Anti-Discriminatory Practice Flexible in approach to work Understands the difference between friendship and support. A basic understanding of welfare rights. CAF Legal frameworks to work by 	
Skills	<ul style="list-style-type: none"> Legible Handwriting Ability to communicate verbally & non-verbally Ability to work in a Team Computer literate including spreadsheet and database experience - preferably MS Office applications Able to use Microsoft Office Suite to write reports, send and receive emails, spreadsheets, databases, etc. Able to plan and organise own work. Able to make and maintain accurate records: both verbal and numerical. Able to work at weekends / Evenings and Nights where necessary Able to communicate effectively with a diverse range of people using appropriate media. Able to assist young people with basic numerical calculations, e.g. rent payments. 	<ul style="list-style-type: none"> Ability to relate to young people Ability to follow through decisions and monitor

	<ul style="list-style-type: none"> • Able to create and maintain effective working relationships with partners and external agencies. • Able to act on own initiative. • Able to follow written or spoken instructions, clarifying or challenging when necessary. 	
Motivation	<ul style="list-style-type: none"> • Commitment to task. • Commitment to ideas of the organisation. • Self-Reliance. 	<ul style="list-style-type: none"> • Career Ambition. • Stress tolerance.

CONDITIONS OF EMPLOYMENT

Wherever you are initially based, it must be recognised that the company reserves the right, giving reasonable notice, to re-locate the post holder, dependent on the requirements of the Agency, at any time. All employees **MUST** abide by the Terms and Conditions as per St Basils Staff Handbook and Equal Opportunities & Diversity Policy document.

St Basils is dedicated to safeguarding all of our young people, and expects all staff and volunteers to share this dedication. Applicants must be able to undertake a DBS check and provide a satisfactory certificate if offered a role.