



# St Basils

## PROGRESSION COACH - BIRMINGHAM

Applicant Information Pack

Closing Date: Thursday 2<sup>nd</sup> January 2020

Interview Date: TBC



St Basils  
Psychologically  
Informed  
Environments





## 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

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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 - *Progression Coach*

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Young people tell us that 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 Progression Coach, 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, Progression Coaches work 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 - *Progression Coach*

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|------------|----------------------------------------------------------------|
| JOB TITLE  | Progression Coach                                              |
| REPORTS TO | Progression Coordinator                                        |
| HOURS      | 37.5 Hours Per Week (Full Time)                                |
| SALARY     | Scale 5, Point 22 – 25, £19,757 – £21,669, Per Annum, Pro Rata |
| BASED FROM | Grosvenor and Short Heath Court – Birmingham                   |

### PURPOSE OF THE ROLE

- To inspire young people to make progress and achieve their ambitions and potential.
- To support young people to identify their strengths and aspirations.
- To co-produce the plans and the actions required to make them a reality.

### PRIMARY RESPONSIBILITIES

#### MAIN DUTIES

- To assist young people to improve their life skills through designing and implementing life and social skills programmes in individual and group work settings.
- To support and encourage young people to undertake the St Basils life skills programme and to achieve the qualification.
- To encourage and motivate young people to engage with and sustain education, training, and employment opportunities.
- To support young peoples' progress, working innovatively and flexibly to assist with any problems which may arise.
- To refer young people for opportunities in work experience and employment as appropriate
- Establish and develop links with training providers, employers, volunteering networks etc. in order to improve access to training opportunities for young people
- Identify and recommend additional resources and services appropriate to the client group
- Maintain accurate records of all young people action plans and progress
- To undertake holistic risk and needs assessments and to develop support and risk management plans.
- To support and encourage young people to develop positive family and other support networks.
- To prepare young people to take up and sustain settled accommodation and to continue to provide ongoing support to them.
- To be available to young people for regular support sessions and to respond to crises.
- To take responsibility for safeguarding the welfare of young people.
- To promote and facilitate the participation of young people in their individual support plans and in the management of the service.
- To facilitate young people's access to, and take up of, other support services.
- To ensure benefit claims are made and maintained in order to maximise young people's income.
- To organise and accompany young people to appointments as appropriate.

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|                                 | <ul style="list-style-type: none"> <li>• To maintain accurate records e.g. support plans, day to day records.</li> <li>• To be flexible by being available out of hours on a rota basis to offer information, advice, and guidance to colleagues and in crisis situations, provide emergency cover within your own Project.</li> <li>• To work as part of a team, providing cover for colleagues as required by the line manager.</li> <li>• As part of a team to assist in the preparation of accommodation, which will involve some cleaning duties.</li> <li>• To assist in the induction of new staff, to supervise and support volunteers, trainees and students, as required by line manager.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>GENERAL</b>                  | <ul style="list-style-type: none"> <li>• To be responsible for the health, safety and welfare of yourself and others at work.</li> <li>• To ensure young people living in St Basil' s accommodation are sustaining their tenancy and equip them in relation to taking responsibility for their property.</li> <li>• Working in partnership with the Housing Services team to proactively manage ASB and nuisance.</li> <li>• To support the delivery of St Basil' s high quality housing performance as attached to various Housing Related KPI' s.</li> <li>• 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.</li> <li>• St Basils is dependent upon its ability to raise funds in order to sustain and develop its work with young people. Therefore, all employees are expected to support the work of the Fundraising Department and, wherever possible, be involved in Fundraising Events.</li> <li>• 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.</li> </ul> |
| <b>ESSENTIAL RECORD KEEPING</b> | <ul style="list-style-type: none"> <li>• Ensure all information relating to services are accurate and up-to-date</li> <li>• Maintain accurate records of progress towards the achievement of agreed goals for service</li> <li>• Follow &amp; promote all policies and procedures at all times</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>HEALTH &amp; SAFETY</b>      | <ul style="list-style-type: none"> <li>• Ensure that Health &amp; Safety regulations are met and that Fire regulations, risk assessment and behavior management procedures are adhered to at all time</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

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|---------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>ACTIVELEY CONTRIBUTE<br/>TO THE TEAM</b> | <ul style="list-style-type: none"> <li>• Liaise and communicate with other employees and external professionals appropriately to ensure a coordinated approach to programme planning is in place.</li> <li>• Attend and contribute to team meetings</li> <li>• Advise the management team of any concerns, changes or supplementary services needed</li> <li>• Be supportive and respectful to colleagues and management</li> </ul> |
| <b>CONFIDENTIALITY</b>                      | <ul style="list-style-type: none"> <li>• Confidentiality is of the utmost importance and must be maintained at all times</li> </ul>                                                                                                                                                                                                                                                                                                 |

## PERSON SPECIFICATION - *Progression Coach*

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| Qualifications                                                                                                                                                          | Essential | Desirable |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------|
| GCSE English and Maths - C Grade and above or equivalent                                                                                                                | ✓         |           |
| Role Experience                                                                                                                                                         | Essential | Desirable |
| Working with young people in the following settings/Types of work - Youth Work, Residential or Social Work, Probation, Community Work, Education and Training, Housing. | ✓         |           |
| Experience of working with and delivering a service through payments by outcomes PBO or PBR                                                                             | ✓         |           |
| Working with volunteers/students                                                                                                                                        |           | ✓         |
| Knowledge                                                                                                                                                               | Essential | Desirable |
| Up to date knowledge of welfare rights and relevant legislation                                                                                                         | ✓         |           |
| Up to date knowledge of housing legislation                                                                                                                             | ✓         |           |
| Skills                                                                                                                                                                  | Essential | Desirable |
| Able to communicate effectively with young people and others                                                                                                            | ✓         |           |
| Able to establish rapport and engage with young people who may be vulnerable and socially excluded                                                                      | ✓         |           |
| Able to coach, motivate and inspire young people                                                                                                                        | ✓         |           |
| Able to design and effectively implement programmes to improve life and social skills both for individuals and groups.                                                  | ✓         |           |
| Able to create and maintain effective working relationships with partners and external agencies.                                                                        | ✓         |           |
| Able to resolve incidents quickly and calmly and provide leadership when necessary.                                                                                     | ✓         |           |
| Able to communicate effectively with a diverse range of people using appropriate media.                                                                                 | ✓         |           |
| Able to work anti-social hours as required.                                                                                                                             | ✓         |           |
| Able to maintain accurate record                                                                                                                                        | ✓         |           |
| Working knowledge of current IT and databases                                                                                                                           | ✓         |           |
| Able to carry out calculations and understand budgets.                                                                                                                  | ✓         |           |
| Able to work effectively as part of a team                                                                                                                              | ✓         |           |
| Able to plan and organise own work and that of others.                                                                                                                  | ✓         |           |
| Motivation                                                                                                                                                              | Essential | Desirable |
| Willingness to learn and develop new skills, open to new ideas and change.                                                                                              | ✓         |           |
| To have a positive and can do attitude                                                                                                                                  | ✓         |           |
| Commitment to task and to the ideas of the organisation                                                                                                                 | ✓         |           |
| Self-Reliance                                                                                                                                                           | ✓         |           |
| Stress tolerance                                                                                                                                                        | ✓         |           |
| Career ambition                                                                                                                                                         |           | ✓         |

**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 organisation, at any time. All employees MUST abide by the Terms and Conditions as per their contract and Equal Opportunities & Diversity Policy document.

**HOURS OF WORK / LUNCH BREAK:**

37.5 hours per week, which excludes half hour for lunch. Evening / weekend work is required and will be compensated with time off in Lieu in negotiation with Line Manager.

**HOLIDAYS:**

28 days per annum, plus 8 Statutory Bank holidays per annum, pro rata

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.