

# JOB DESCRIPTION

# + ROLE PROFILE

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| **Job Title** | **Project Coordinator** |
| **Reporting to** | **Co-Production Manager** |
| **Location** | The 999 Club Deptford |
| **Main Purpose** | To oversee all aspects of the day-to-day delivery of the Move+ Service, providing line management to a team of Peer Coaches with a focus on support, personal and professional development, whilst ensuring high quality service delivery which meets or exceeds targets |

## KEY RESPONSIBILITIES

* Line management of the Peer Coaches, ensuring they are working within their remit and have adequate support, guidance and training
* Modelling a coaching approach, helping individuals identify their own resources, find their own answers and solutions
* Ensuring all KPI’s, internal and external are met or exceeded
* Promoting the service internally and externally to potential referrers / referees
* Supporting Peer Coaches to maintain standards and caseloads
* Building and maintaining links with colleagues both inside and outside the organisation
* Working with the Co-Production Manager to review Move+, including stakeholder feedback, to identify opportunities for development and continuous improvement
* Maintain oversight of service delivery ensuring both quality and targets
* Safeguarding children and safeguarding adults duties, in accordance with all statutory responsibilities and agency policies

**KEY TASKS**

* The induction, performance management, personal and professional development of Peer Coaches using a collaborative, coaching approach
* Oversight of Peer Coaches work, including their recording, checking quality and offering support where appropriate
* Identifying and engaging individuals, conducting assessments and managing referrals
* Reviewing caseloads and assigning new clients to Peer Coaches
* Developing, managing and delivering workshops and other service related activities
* Producing reports, for internal and external use
* Identifying and taking opportunities to promote Move+ including by attending meetings / events representing the service and the organisation
* Ensuring financial transactions are in accordance with policy, have the correct supporting documentation and are recorded accurately at the earliest opportunity
* Ensuring all related administration is done in good time; that detailed, concise and accurate records are created contemporaneously, that information is shared appropriately and that confidentiality is properly maintained

## KEY SKILLS, KNOWLEDGE, ABILITIES + ATTITUDES

* A genuine interest in people, and in their right and potential to thrive
* A compassionate, non-judgemental approach
* The ability to hold optimism for others when they may not be able to hold it for themselves
* A positive, ‘can do’ attitude, a pragmatic approach, unafraid to challenge or be challenged
* The ability to be consistent, persistent and professionally curious
* An understanding of trauma informed approaches and of multiple disadvantage
* Ability to focus on strengths, aspirations, resilience and empowerment
* Flexibility and resilience
* Honesty and integrity
* A solution-focused approach using initiative and positive risk taking, where appropriate
* The ability to positively challenge and inspire
* Strong written and verbal communication skills, including active listening
* An understanding of, and commitment to Equity, Diversity and Inclusion
* Excellent organisation and time planning
* IT skills and confidence to learn new systems to record and view HR and other data
* Ability to interrogate data and use it to produce reports for a variety of audiences
* Knowledge of good practice around homelessness

## CONTEXT

In all aspects of their work staff are expected to;

* Work within the 999 Club policies and procedures at all times
* Actively and consistently demonstrate the values of the 999 Club
* Model pro-social behaviour and attitudes; challenge anti-social or discriminatory behaviour and attitudes, helping to create and maintain a positive culture of respect in all work inside and outside of the service with both clients and colleagues
* Complement and support the work of other staff by participating in briefings, team meetings etc, being fully prepared to discuss ideas and offer solutions.
* Use initiative to identify and deal with additional tasks or issues as they arise, including providing cover for colleagues and undertaking other duties commensurate with the role whether or not requested to do so by a more senior member of staff
* Take a proactive role in their own learning by taking responsibility for highlighting areas for personal and professional development as well as ensuring they make full use of induction, supervision, training, coaching and all other opportunities afforded to them
* Be mindful of their own resilience and wellbeing, actively seeking support where needed

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**ADDITIONAL INFORMATION**

This document is designed to provide an overview of the role and role holder, broadly describing what’s involved and what qualities are required. It is by no means an exhaustive list and will be subject to collaborative review and revision as we evolve.

The service and the organisation take pride in their dynamic, agile and compassionate approach. Whilst we often go about this with a humorous, light-hearted attitude we take what we do incredibly seriously. We want people to enjoy their work and contribute positively, making a difference day in and day out.

 

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