

Engagement & Lifeskills Co-ordinator

Action Housing are looking for a positive and energetic team member, to provide a wide range of life skills activities to engage and stimulate the physical, psychological and social wellbeing of our clients living in supported accommodation across Derby City.

Salary – Band 3 up to £30k

About the Role:

As an Engagement Coordinator, you will work across multiple sites in Derby City engaging with partner agencies to pull together a calendar of events and activities that provide meaningful activity to vulnerable adults.

Your role will focus on finding what is available in the community, networking with partner agencies, identify what clients would like to be involved in which maximises their independence, builds their everyday living skills and enables them to live their best life.

You will need to love organising and delivering events, whether in small groups, outside trips or identifying activities in the local community, supporting marketing initiatives and fundraising.

Most importantly, your role is to make a difference to the lives of our clients by listening to their needs and providing opportunities that make a difference.

Being a Client Engagement Coordinator at Action is extremely rewarding. You'll see the difference you make each and every day, which provides great job satisfaction.

About You:

- A full clean UK driving licence is essential
- You will need to have excellent organisational and networking skills.
- Whilst you should be a good team player you should also be able to work on your own initiative and be able to follow instruction
- Ideally we are looking for someone who has experience of delivering training and life-skills to disadvantaged groups
- Someone who has experience of working with clients who have multiple complex needs around long-term homelessness, substance misuse and mental health is desirable

Job Description: Engagement & Life-Skills Coordinator

Reports to: Area Manager

Context of the role

Action Housing is a Housing Association and charity dedicated to supporting some of the most vulnerable people in society. Our client group have typically experienced homelessness and have multiple complex needs around substance use, mental ill health and offending.

We aspire to a society where all people are treated with respect and have the opportunity to live fulfilled lives.

1. Main purpose of the job

- To create a stimulating and varied programme of leisure activities and social events, onsite at our supported accommodation projects, and in the community.
- To work with clients and support staff to understand a clients likes/dislikes, abilities and needs. Creating activities and events that feed into their dynamic support plan.
- To engage the local community by initiating contact with local community groups enabling clients to partake / continue with hobbies and interests as desired.
- To recruit a network of volunteers to provide a variety of desired appropriate social opportunities as identified by the clients
- To support the Area Manager in security grant funding for the delivery of client engagement sessions
- To link activities to national health and wellbeing campaigns such as Sober for October, World Mental Health Day etc
- To link activities to life-skills such as learning to cook, sewing, keeping a property clean and tidy, fire safety in the home etc

2. Key objectives

- To familiarise and connect with all key community groups whose particular expertise would make an invaluable contribution to support sites.
- Networking with partner agencies to source activities that may be beneficial and stimulating.
- To formulate and maintain a stimulating programme of activities for groups of clients and for individuals whilst considering particular likes and dislikes as appropriate.
- To produce a weekly programme of activities and social events and ensure it is advertised and communicated to all clients.
- To liaise with Support Staff regarding Risk and Safeguarding of client and being mindful of anniversaries which could trigger relapse, cultural and religious festivals and celebrations.
- To attend the Crisis Renting Ready course or similar. Become a facilitator in order to deliver the course to clients across the organisation enabling their move-on into independent living.
- To provide inspirational resources and ideas to support staff for group and 1-1 social events.
- To support any volunteers in their role and ensure they receive appropriate induction, training, supervision and support.
- To regularly assess the effectiveness of the social events and activities programme and provide statistics and feedback to Service Managers on client engagement
- To work as an active team member with your colleagues at Action Housing to ensure the highest standards of support are achieved.
- To be familiar and competent in using risk assessments for outside trips, with assistance from Support Staff.
- To ensure all activities are documented and provide information to Client support workers for logging on Pyramid.
- To ensure that the programme of activities is within the budget allocated by the Business Development Manager and maintain appropriate stock of equipment for activities.
- To report any accident or complaint to the Service manager and record this appropriately.

- To liaise with Client support workers to on any changes in client risk assessment etc To provide feedback to Support Staff of any concerns regarding a clients behaviour, health and well-being.
- To obtain client feedback through a range of mediums
- To undertake regular training as required for your role and in line with Actions Policies and Procedures
- To undertake any other duties, within your area of competence, as required by the Area Manager.