

# **Job Description: Asset Coach**

**Job Title:** Asset Coach

**Location:** Based at the KCAH office, various temporary accommodation locations and community/public places for coaching.

**Hours:** 36 hours per week, Monday to Friday

## **About the role:**

The Asset Coach will be someone who is passionate about driving change and has a keenness to apply a strength-based approach amongst our service. The Asset Coach will be willing to unlearn the traditional ways of offering support in order to build a positive one-to-one professional relationship that helps individuals to identify and develop their strengths, passions, interests and links to their wider community. The Asset Coach will support, empower and encourage resilience and resourcefulness from within each individual during their stay within the Access Project to achieve strengthened confidence, identity, self-worth, sense of belonging and overall positive outcomes, which in turn can allow for a successful move on from the Access Project.

## **About the Resident Support Team:**

The purpose of the team is to support people facing the most challenging of circumstances to make positive and lasting changes in their lives. The individuals will be either in temporary accommodation or in supported housing (2-year tenancies) which KCAH oversees.

## **Main Responsibilities**

Build an honest and real-world relationship based on mutual respect and observe the dignity of the person at all times. Undertake regular face-to-face coaching sessions which are casual, led by the individual and result in the creation of a support plan based on their support needs, strengths and interests in the wider community.

Participate in the referrals and interview process for potential tenants.

Provide one-to-one support for a caseload of individuals often facing multiple and complex challenges which includes the recording of relevant data on in house databases such as Lamplight and other tools.

Ensuring all contact with individuals is recorded effectively and upkept on databases such as Lamplight.

Participate in case reflections/management, reflective practice and team meetings. Attend training identified in supervision that will enable you to deliver the best service possible.

Identify opportunities and activities for individuals based on their interests, strengths, passions using the support plan including facilitating access and possibly accompanying individuals to these. Coaching sessions, opportunities and activities ideally take place in the wider community and not the 'homelessness sector' in order to promote independence, lessen the power imbalance between people and professionals and to normalise experiences.

Promote individual to access positive peer support networks and healthy relationships, also ideally outside of the 'homelessness sector' in order to promote independent living once such services are no longer accessible to them.

Work with a Person-led and Strength Based approach; Opportunities and activities are identified based on what the individual wants with a focus on strengths and assets as well as development of personal identity, not prescribing solutions based on 'problems' or 'issues'

Liaise and learn from other Strength-Based projects, partner agencies and external organisations where appropriate.

Be involved in the delivery, organising and risk assessing of monthly group activities identified by residents.

Maintain and promote the values and principles of the Resident Support Team both in work with individuals, across the organisation and when building relationships with new organisations.

Maintain in depth and up-to-date knowledge of all KCAH policies and procedures.

Present a professional image of KCAH at all times.

Comply with all legal and health and safety requirements including safeguarding procedures.

Ensure that all safeguarding incidents and/or concerns are dealt with sensitively and professionally as per the KCAH policy and procedures, including the recording of all relevant information comprehensively.

### **Essential criteria**

- Experience of supporting people with various identified needs such as substance use, mental health or neurodivergence
- Experience supporting people with life skills such as budgeting and accessing employment or training
- Knowledge of working with local support services
- Knowledge of benefits system
- Knowledge of housing systems and tenancy sustainment
- Competent at navigating digital platforms and keeping detailed and accurate records

### **Personal specification**

- Empathetic, resilient and adaptable
- Self-motivated and organised
- Pro-active and able to use initiative
- Collaborative team player
- Passionate about making a long-term impact