



We support people and communities to thrive.

The National Lottery Community Fund



Job Description

Job Title: Marie 'Outreach' Trust (MOT) Homeless Support Project Coordinator

Report to: Chief Operating Officer

Hours: 35 hours per week, Monday-Friday (some out of hours possible)

Salary: £27,000 per annum + 5% pension contribution

Job Purpose

This innovative and unique Project will embed a new combination of long-term health and social wellbeing community outreach service, designed to tackle the conditions that create repeat episodes of homelessness and by consequence, hospitalisation or imprisonment. It will provide an intensive person centred support package within community settings across Glasgow, and aims to address the exacerbated disengagement from treatment services that prevent those with the most complex needs from fully integrating into their communities and lead to recurrent relapse episodes. Utilising a direct delivery team that will bring together people with lived experience of homelessness, the third and public sector, the support, over an initial 12+ months will also include volunteering using social prescribing and in the longer-term, peer support. This exciting new Project will address the present gap in coherence and services for people with multiple complex needs who cannot access or do not meet the expectations of 'mainstream' services, and will ensure the voices of those with lived experience are heard at all stages of

planning and delivery. It will test a model to inform service and policy change in the benefits of longer-term support for those with the most complex needs, as well as in Scottish Government approaches to reduction in social isolation which lead to relapses in homelessness.

Principal Duties

- To supervise and lead the MOT Project Team and assist with the delivery of this new initiative.
- To take responsibility for the coordination of the outreach and volunteer peer support services.
- To provide support and guidance to the Project team.
- To assist the Chief Officer and Lead Pharmacist in the Project's overall service development.
- To take responsibility for the development and maintenance of effective lines of communications regarding the Project internally and externally.
- Through personal development to ensure that the Project team maintain an awareness of current legislative changes and developments and direct these issues within the service as appropriate.
- To ensure that the Project team maintains a key interest in relevant sector developments and that any issues are fed back to the Chief Officer and Lead Pharmacist, and wider evaluation steering group, for consideration and discussion.
- To liaise and work with a wide variety of local statutory and voluntary agencies to foster and encourage good practice in the delivery of the service for and on behalf of The Marie Trust.
- To input recording and monitoring data as required, including the use of our new Advice Pro case management system.
- To perform case file reviews regularly to the Chief Officer and wider Project team.
- To support the delivery of the service in variety of locations as required.
- Establish and maintain contact with people affected by homelessness and/or social exclusion using our new Project services.
- To provide information and advice on welfare rights and housing issues as and when required by the Project's beneficiaries.
- Carry out dynamic and comprehensive assessments of need with individual service users liaising with and externally referring to other providers as appropriate.

- Support the delivery of intensive practical support to users of the day centre (e.g. serving customers in our healthy eating café, assisting people with accessing clothing, food etc. where required.)
- Attend relevant meetings, forums and events.
- Carry out any other reasonable duties.

Person Specification

Essential criteria

- Ability to motivate others within a team.
- Proven ability to work effectively with people who may have complex needs.
- Ability and capability to coordinate and work with a small team of volunteers offering peer-to-peer support.
- Experience or knowledge of supervising staff / volunteers preferred.
- Experience of working with people who are homeless, in housing need and/or social excluded preferred.
- Proven experience of delivering quality housing and welfare rights advice preferred (though full training will be provided).
- Displays sound communication and interpersonal skills.
- Proven ability to network with other agencies and organisations.
- Ability to recognise own deadlines and prioritise workload accordingly.
- Experience of working to targets, deadlines and outcomes.
- Sound information communication technology skills.
- Ability to give objective feedback and challenge constructively.
- Display awareness of the importance of working within professional boundaries with stakeholders, partners and most importantly with volunteers and service users.
- Ability to demonstrate a commitment to providing impartial advice and to non-discriminatory, non-judgmental and person-centered practice.

Desirable criteria

- Experience of leading teams.

- Experience of coordinating service delivery / new service delivery models.