

## Job Profile

Job Title	HAP Coordinator
Reports to (job title)	Senior/Client Service Manager
Job Reference No.	HOMEJD1095

### The job in a **nutshell...**

By introducing and implementing our Home Group Achievement Programme (HAP), you'll be the friendly face of our life skills programme, helping to ensure we help our customers with alcohol or substance misuse needs to begin and progress their recovery journey. You're an inspirational, key partner in a multi-agency setting approaching our customers, encouraging and guiding them to maintain their tenancies, identify and get underway in sustaining independence and achievement of their life goals.

### What **success** will look like...

Our customers will have measurable improvements in their wellbeing, health, housing circumstances, education, training and employment. This means that they'll be engaging well with harm reduction or cessation programmes/support in relation to any dependence they might experience: you'll be achieving this by building and maintaining great rapport and trust with our customers at any stage in their recovery journey, and you'll also be a much-valued and respected partner in a multi-agency approach.

With effective signposting and helping to coordination of learning resources, you'll be a key driver in giving our customers their best chances to succeed and maintain their progress and abstinence.

Through your person-centred, holistic and engaging can-do approach, customers participating in the programme will have improved ability and successful outcomes, maintaining their tenancy obligations, as well as being better prepared to achieve their future goals. You'll know our customers well and work with them to identify the support they need to achieve their goals, including tasks like getting their benefits in place; budget; or plan and cook a healthy meal for themselves and their loved ones.

The safety and wellbeing of customers and colleagues is ensured through positive risk management, with robust risk assessments and plans in place. This includes identifying changes or deterioration in their physical and mental health and wellbeing and escalating any concerns (including safeguarding) without delay and appropriately to the relevant colleague or healthcare professional.

With support from the central HAP team, you will record and maintain up-to-date and comprehensive records for progress (including: the completion of HAP modules; housing needs and status; and case studies) for the purpose of providing updates and assurance to our commissioners relating to progress, outcomes and success of the project.

Our customers are rightly our priority judges of our success! Their responses before and after completing the programme will evidence the hard work you've been facilitating and delivering, in one-to-ones and in group sessions.

You'll already have these **brilliant** skills, qualifications and knowledge...

Transferable Skills.	Technical qualifications, experience and knowledge.
<p><b>We get where our customers are in their lives</b></p> <ul style="list-style-type: none"> <li>• Actively listening to customers to understand their needs</li> <li>• Recognise each customer is different and adopt a flexible, person-centred approach</li> <li>• Advocate for our customers regardless of who they are</li> <li>• Understand how your role makes a difference to our customers</li> </ul>	<p><b>Adult learning</b></p> <ul style="list-style-type: none"> <li>• Experience in delivering training, either in a professional teaching capacity or informal adult learning.</li> <li>• Being able to work with customers either on a 1:1 capacity or group capacity providing a learning environment.</li> </ul>
<p><b>Unleash The Potential of Others</b></p> <ul style="list-style-type: none"> <li>• Support others to be the best they can be.</li> <li>• Give others the confidence to want to try something new</li> <li>• Active listening to understand others strengths, developments areas and interests</li> <li>• Take time to understand where others want to get to, help them to assess if this is realistic.</li> </ul>	<p><b>Experience of working with vulnerable customer group</b></p> <ul style="list-style-type: none"> <li>• Experience of working with the relevant customer group and a basic understanding of regulations relevant to role.</li> <li>• Experience of working with customers with vulnerabilities such as issues with drugs, alcohol, mental health declines, sexual exploitation, homelessness to name but a few</li> </ul>

<ul style="list-style-type: none"> <li>• Recognizing all types of career progression, including sideways moves.</li> <li>• Identifying pieces of work which could involve others to develop themselves</li> <li>• Provide praise and feedback which helps others to develop.</li> </ul>	<ul style="list-style-type: none"> <li>• Good listening and communication skills, with an ability to adapt your approach appropriately and to remain calm, patient and sometimes firm with our customers.</li> </ul>
<p><b>We are great influencers</b></p> <ul style="list-style-type: none"> <li>• Be a real self-starter</li> <li>• Be curious – listen to understand your audience’s situation or style</li> <li>• Adapt your style to meet the needs of others.</li> <li>• Understand our strategy and customers and able to articulate the benefits of change</li> <li>• Build a rapport and develop relationships.</li> <li>• Know how to get the best out of those you work with.</li> </ul>	<p><b>Partnership Working</b></p> <ul style="list-style-type: none"> <li>• Experience of working on own initiative, remaining calm under pressure and having a resilient approach</li> <li>• Experience of working across partnerships</li> <li>• An intuitive collaborator, committed to working in partnership with multi-disciplinary colleagues and external professionals in a way that breaks down barriers and facilitates blended housing, health, and care.</li> </ul>

We’d also love you to have, or be **brilliant** at... (but don’t worry if not)

<p>A qualification in teaching such as PTLLS+ or an Award in Education and Training (AET)/or a qualification in substance misuse recovery.</p> <p>Full driving licence and access to a vehicle (depending whether the role is community-based).</p> <p>Good numerical, literacy and digital skills.</p> <p>Previous experience of supporting colleagues/other teams to help them develop within their roles.</p>
--

We’re all **accountable** for...

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety.

Taking a proactive approach to your learning and development in order to be the best you can be. This includes understanding and keeping up to date with all of our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way.

Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.

Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group.

Comfortable operating in a modern digital workplace, including using digital tools to work collaboratively and productively.

### Other **important** stuff...

You'll be a budget holder? No ☒ Yes ☐

You'll manage people? No ☒ Yes ☐

We all work flexibly at Home Group but the level of travel in this role is usually...

Occasional ☐ Regular ☐ Frequent ☒

This role requires a DBS check No ☐ Yes ☒

Basic ☐ Standard ☐ Enhanced ☒

