

Role Profile

Job Title:	Living Well Goals Coordinator
Reports To:	Community Development Manager
Job Purpose:	<p>To deliver Living Well services that enhance the customer experience and achieve meaningful outcomes to tenants and residents.</p> <p>The Living Well Goals Coordinator is required to work in a locality base, working in partnership with families/individuals, Wythenshawe Community Housing Group (WCHG) teams and other agencies to enable them to sustain positive change and therefore reduce the need for professional support.</p> <p>Enabling customers to live well and maintain their home and tenancy by making appropriate interventions that prevent avoidable tenancy terminations and that address & prevent the causes of homelessness</p> <p>To coordinate support to move customers towards training and employment opportunities</p>

Key Responsibilities

- Proactively engage with customers to ensure that all cases are managed with the utmost integrity, paying close attention to managing data sensitively to promote and maintain confidentiality in accordance with GDPR policies and procedures.
- Work closely and creatively engage with local communities and partner agencies to establish and maintain an effective relationship in line with our corporate plan objectives, achieve our purpose and live our values. One team approach.
- To make decisions, be courageous and take action to manage risk appropriately, be alert to risk and take action where necessary. Willing to challenge and change to improve and innovate.
- Work collaboratively to support victims/perpetrators and their families of domestic abuse/violence. Introducing appropriate interventions, person centric plans to achieve positive outcomes.
- To work collaboratively with statutory partners, health colleagues, the 3rd sector, Housing Services, Community Development and Living Well teams and wider WCHG colleagues to support customers in the management and delivery of the Wythenshawe Integrated Neighbourhood Service (WINS).
- Work collaboratively with colleagues and partners in supporting tenants and residents with hoarding related issues.

- To be visible in localities and undertake full and thorough assessments of families/individuals needs and strengths and collate multi-agency information, and agree customer centric support with those families and individuals to agree level of support and interventions will take place in order to deliver living well services that enhance customer requirements. Support aspirations of customers, communities and colleagues.
- Work collaboratively with Housing & Community & Neighbourhood locality teams, partners, support agencies and the 3rd sector in supporting customers to live well and maintain their tenancies and seek to address health related issues such as food poverty and social isolation, always adopting a relevant person-centred approach including, complex and adverse childhood experiences (ACE), physical and mental health support needs.
- Adopt a persistent supportive approach to engaging customers who have severe and enduring mental health, physical health and complex support needs.
- Adopt the LIFE model to guide the level of support and interventions for the customer.
- To work collaboratively colleagues, external partners & 3rd parties to prevent food poverty and to develop programmes for behaviour change in relation to healthy eating and link directly into Living Well Strategy.
- Provide structured support as agreed with the customer, support plans to a caseload of families and individuals who are at risk of, or subject to enforcement action within their tenancies. This could be due to anti-social behaviour, rent arrears or as a result of having multiple support needs which impact their ability to sustain their tenancy by using a trauma informed approach.
- To act as a Designated Safeguarding Officer on a duty rota basis, To take appropriate action, and keep accurate records. At all times ensure that priority is given to the safeguarding of children, young people and vulnerable adults.
- To provide an effective welfare rights and income maximisation service to WCHGs customers, with particular attention to housing related debt in accordance with policies and procedures.
- Have a good knowledge of the legislation in relation to Welfare benefits. Work collaboratively with the Financial Inclusion Team to ensure customers have support and appropriate interventions, preventing avoidable arrears and prevent the causes of homelessness. To deal effectively with all welfare benefit queries including representing customers at review appeal and tribunal level.
- To work with families and/or individuals with complex needs and coach, challenge and support them to achieve their objectives, and coordinate the professional services they need to support them.
- To understand, coordinate and oversee the right support for the individual or family and ensure this is delivered in the right order, at the right time and at the right place, to ensure needs are met and to prevent issues becoming more complex.
- To coach and support the individual or family to understand priorities and be able to establish and engage them in what is working well or not in their life by recognising their strengths, skills and assets.
- To promote resilience, independence and self-efficiency, through understanding an individual or family's readiness and capacity to change.

- To coach and provide emotional support to the individual or family to reflect, anticipate and respond to difficulties, challenge self-limiting beliefs, raise their aspirations and improve outcomes.
- Maintain accurate and up-to-date records of work using appropriate system and other required processes in line with WCHG's support offer. All Files are to be held electronically
- To report on statistical data and analysis as and when required, particularly in relation to payment by result claims.
- Communicate effectively within and across teams with appropriate stakeholders and agencies to enhance the support provided to families.
- Willingness to work in an agile manner.
- Willingness to learn new digital services as and when these are introduced to WCHG ensuring that GDPR is adhered to at all times.
- Carries out duties and makes decisions in line with WCHGs policies and procedures.
- Recommends any suggestions/improvements to influence wider decision making via appropriate channels.
- Plans and organises own work load to meet deadlines in line with the departmental service plans.
- Resolves day to day issues, or identifies matters that require escalating

Operational Responsibility

To provide a range of effective support services to families and individuals enabling independence and positive health outcomes by delivering high quality intensive support interventions in line with the Living Well ethos of WCHG.

General

- Deliver all services in accordance with Wythenshawe Community Housing Group's policies and procedures, ensuring and promotion delivery of Wythenshawe Community Housing Groups Inclusion Policy at all times including value for money principles.
- To undertake training and attend meetings as required and as directed by the line manager.
- Assist in the implementation of equal opportunities objectives.
- Ensure compliance with legislation that is relevant to the keyworker role.
- To implement and positively promote equal opportunities in service delivery and employments practices.
- To ensure value for money in all activities.
- To assist senior management in the preparation of reports and providing performance information in a timely manner.

No job description can be entirely comprehensive and the jobholder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the organisation.

Essential Training

- Fire Safety Awareness training
- Manual Handling training
- Cyber Security and GDPR training
- Equality and Diversity training
- Safeguarding training
- Carbon Literacy training
- DSE Awareness
- H&S Awareness Training