



## Hub Coordinator

Hours: 18.5 hours a week

Salary: £23,000 (pro rata)

Peasholme Charity delivers support services to vulnerable people in York. This new post, funded by Homelessness in York administered by the Two Ridings Community Foundation, will work with partners to develop and deliver a Homeless Hub for the city of York.

The successful candidate will work with partners to deliver a project that alleviates the hardship experienced by homeless people, including rough sleepers. The post is currently funded for 12 months, and the successful candidate will be expected to work their hours flexibly including the possibility of evenings.

An enhanced DBS check is applicable for this post.

Application packs are available to download from Peasholme Charity website

[www.peasholmecharity.org.uk](http://www.peasholmecharity.org.uk)

Closing date for applications: Monday 18<sup>th</sup> March 2019

Interview date: Thursday 28<sup>th</sup> March 2019



# Hub Coordinator

## Job Description



Salary: £23,000 pro rata  
Base: 25 Micklegate YO1 6JH  
Responsible to: Charity Manager and Board of Trustees

### **Key Objectives**

- Work alongside the Charity Manager and key partners to develop and deliver the Homeless Hub.
- Contribute to the development of a sustainable partnership framework that will support the delivery of a Hub service
- Manage a range of resources that can support the delivery of a Hub service that meets the needs of homeless people, including rough sleepers.
- Provide supervision for the Tenancy Coach in line with organisational policies and procedures.
- Work with individuals and stakeholders to ensure people are positively engaged with the Homeless Hub
- Contribute to the promotion of Peasholme Charity and its services in a variety of ways, including social media.
- Contribute to the development of high-quality support services for vulnerable people in York.

### **Responsibilities**

#### **Service Management**

1. Ensure the Hub service is a supportive environment that meets the needs of clients; alleviating hardship and facilitating access to specialist services delivered by partner agencies.
2. Provide staff, volunteers and external partners with adequate instruction and guidance to enable the Hub to operate coherently and effectively, and in keeping with the overall aims of the Charity.
3. Develop and maintain specific procedures; manage the service within these procedures.
4. Be responsible for the proper care of all Hub facilities and premises, including risk assessment and the ongoing monitoring of risk.

## **Partnership Work**

1. Develop effective relationships with partner agencies and other key stakeholders and promote collaborative working for the benefit of homeless people including rough sleepers.
2. Positively promote the organisation within wider networks and multi-agency settings.
3. Work within a multi-agency framework to deliver positive outcomes for Homeless Hub clients, including where necessary; attendance at multi-agency meetings, information sharing and shared support planning.

## **General**

1. Maintain adequate records of all work in the required form, including delivering all monitoring requirements of specified funders.
2. Participate in supervision and appraisal. Actively contribute to the creation of a professional development plan and undertake training relevant to the post.
3. Keep up to date with changes in legislation, local and national strategies, and good practise relating to the support of vulnerable and excluded people, including rough sleepers.
4. Actively promote and have a commitment to Diversity and Equality and respect the rights of staff and clients in keeping with the Peasholme Charity's policy.
5. Work to promote a 'safe culture' within Peasholme Charity and partner services and actively commit to the Charity's zero tolerance of abuse. Ensure that all safeguarding issues are dealt with in line with the Peasholme Charity's Policy.
6. Take part in the monitoring systems for the work of the service and the evaluation of the effectiveness of the service.
7. Any other duties commensurate with the post and as required by the Charity Manager or Board of Trustees.

## Hub Coordinator competencies

Personal Contribution	
knowledge and experience	Can apply knowledge and experience in a flexible way and in novel situations
personal effectiveness	Motivated, reliable, flexible, responsible, non-judgemental and open minded, ability to follow direction
organisation and delivery of results	Takes responsibility for organising own work effectively and delivering results, ability to work to personal and organisational targets, ability to work in an effective way within organisational ethos
proactivity and initiative	Recognising the need for action without being told, ability to work effectively within organisational policies to further support clients
creativity and innovation	Ability to source and develop new ideas. Ability to practically implement new ideas to solve problems and bring about improvements to services and resources
problem solving and decision making	Ability to use logical processes for problem solving and decision making, using a solution focused approach to client support and risk management.
recording client information	Ability to write factual information, use assessment and planning tools, and write reports in a clear and concise manner.
self – development	Ability to identify personal learning and development needs and planning ways of meeting these, ability to recognise the need for self-development within the 'Hub Coordinator' role

Working with others	
communication	Written and oral information is concise and accurate, work within the organisational sharing of information and confidentiality policy, communicate information in a non-judgemental manner
managing self and relationship with others	Develops and maintains positive working relationships, based on self-awareness and openness to making personal contributions, takes personal responsibility for own role within the team, works to the ethos of the organisation
team working and co-operation	Committed and reliable member of the team and understand the impact of the role on others, flexibility and willing to work for the better of the whole organisation
negotiating and influencing	Uses a range of methods for persuasion and achieves positive results, works to challenge negative practise and attitude within the organisation, actively promotes positive good practise within the organisation. Challenge behaviour that may lead to discrimination or exclusion of any individual or group, ability to apply the principles of equality and diversity.

## Organisational contribution

client focus	Focused on the aspirations and needs of clients, ability to negotiate individual support reflecting these aspirations and needs. Ability to work in an inclusive manner ensuring access to services for all clients.
building effective external relationships	Ability to build up and maintain a network of external contacts who can help achieve organisational goals, work in a professional manner which promotes the organisation in a positive way, communicate with external organisations in a manner that builds on the reputation of the Peasholme Charity.
developing excellence within service delivery	Engages and contributes to the development of the organisation, committed to the delivery of an excellent service to clients, and the promotion of good working practises within the team
managing and using systems	Uses and contributes to organisational systems accurately and efficiently, works within policies and procedures of the organisation, makes appropriate use of supervision and appraisals
using IT	The ability to use IT systems to support the achievement of personal and collective goals. An understanding of how social media can support the work of the organisation. Willingness to undertake training in this area.



## **Hub Coordinator PERSON SPECIFICATION**

We require that the post holder be able to demonstrate the following competencies to a high level and use them to the full in their working practise. As part of the recruitment process, we will be looking for evidence of the following core competencies.

**Please see ‘Hub Coordinator’ competencies sheet for further definition**

<ul style="list-style-type: none"><li>➤ Knowledge and experience</li><li>➤ Personal effectiveness</li><li>➤ Organisation and delivery of results</li><li>➤ Proactivity and initiative</li><li>➤ Creativity and innovation</li><li>➤ Problem solving and decision making</li><li>➤ Recording client information</li><li>➤ Self-development</li><li>➤ Communication</li></ul>	<ul style="list-style-type: none"><li>➤ Managing self and relationship with others</li><li>➤ Team working and co-operation</li><li>➤ Negotiating and influencing</li><li>➤ client focus</li><li>➤ Building effective external relationships</li><li>➤ Developing excellence within service delivery</li><li>➤ Maintaining and using systems</li><li>➤ Using IT</li></ul>
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**We require you to use the application form to demonstrate your capabilities in relation to each of the criteria below. We request that you use the application form to provide your evidence following the points in number order.**

**(Please use the information in the “Hub Coordinator” competencies sheet as an aid to thinking about evidence for each area).**

### **1. Previous Experience**

- 1.1 Developing and maintaining good working relationships with key partners that can support the delivery of the Homeless Hub.
- 1.2 Developing positive working relationships with vulnerable and excluded people; in particular those with experiences of homelessness or rough sleeping.
- 1.3 Working alongside partners and key stakeholders to develop a sustainable framework for the Homeless Hub.
- 1.4 Working collaboratively and independently towards agreed actions that deliver the Homeless Hub.
- 1.5 Supervising volunteers and / or staff members engaged in the delivery of the Hub and related services.

## 2. Specialist knowledge and Job requirements

- 2.1 Knowledge and information that relate to the delivery of an accessible service that can positively impact on the lives of homeless people, including rough sleepers.
- 2.2 Knowledge and information related to the safe delivery of a 'Hub' including health and safety, food hygiene and safeguarding.
- 2.3 Awareness of the impact of homelessness and rough sleeping on people.
- 2.4 Awareness of the services currently available to support people experiencing homelessness and rough sleeping
- 2.5 Ability to maintain enthusiasm for a high level of contact with individuals on a day-to-day basis.
- 2.6 Understanding of the need to empower and motivate individuals to make positive changes in their lives.
- 2.7 Understanding of some kinds of challenging behaviour that individuals may demonstrate and awareness of basic strategies for dealing with challenging behaviour.
- 2.8 Understanding of confidentiality and its application within a supportive environment.
- 2.9 Understanding of professional boundaries.

## 3. Additional Requirements

- 3.1 Understanding and commitment to Equality and Diversity as it applies to a supportive environment and the workplace.
- 3.2 Familiarity with IT applications and basic keyboard skills.
- 3.3 Willingness to work flexibly in response to changing organisational requirements.
- 3.4 Ability to be effective while working independently and as part of a small team.
- 3.5 Ability to work independently whilst maintaining responsibility to Peasholme Charity and following the direction of line management.