



YMCA CHESHIRE

**HOUSING COACH (HOUSING LED)
CANDIDTAE PACK**

**Candidate Pack
April 2026**



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Welcome

Thank you for your interest in the position of Housing Coach (Housing Led) at YMCA Cheshire.

This role is crucial to the work we do in the community supporting single people experiencing or at risk of experiencing homelessness, including mental health and substance misuse needs, accommodated in Housing-Led placements across Cheshire East.

The full job description is on page 6 of this document.

There is also a person specification on page 8—we are looking for someone who:

- Believes that everyone has potential
- Is an inspiration to others
- Can work creatively, think on their feet and refuses to give up
- Has the highest aspirations for those people with the fewest choices
- Retains a positive attitude in the face of daily challenges

The post holder will join a team of 2 committed Coaches and report directly to the Housing Related Support (HRS) Manager.

This is a 20 hour a week post. Shifts will normally be Monday to Friday between 9am and 5pm, however we will require the post holder to be flexible and work some out-of-hour shifts between 8am-10pm, Monday to Sunday.

We are passionate and enthusiastic about our work and love an energetic “can do” attitude in staff!

Details about how to apply are at the end of this pack.

If you'd like an informal chat, please call me, Julie Chafe, otherwise, please have a good read through this document, then fill in the application forms and return these by 9.00 am on Wednesday, 29th April 2026.

Julie Chafe

Julie Chafe
Housing Service Manager (Gresty)
01270 257673



About Us

There has been a YMCA in Crewe since 1909, when an invitation went out in Crewe Chronicle inviting young men to meet some “jolly good fellows”!

Today the YMCA welcomes people of all ages, all genders, all faiths, all races, all back grounds.

We have an asset-based, advantaged-thinking approach to all our work; we focus on strengths and view diversity of thought, culture, experience and traits as positive assets.

We have a number of different services in Crewe.

- We believe everyone should have a **safe place to stay**. Our aim is to provide a wide range of housing options to those who have experienced homelessness, designed to suit their individual needs. We have a variety of accommodation at our projects on Gresty Road and Valley Brook, as well as some flats and houses in the local community.
- We work with **young people** who arrive in the UK unaccompanied and seeking asylum; this team also works with young people who are leaving the care system.
- We have a growing number of services in Crewe for **children and families**, including After School Clubs, Drop Ins for parents and carers and holiday villages.
- We offer **mental health first aid** training to staff and volunteers.
- Our services are supported by our **three social enterprises**, the GLO Café, GLO Hub and GLO Maintenance.



Our Values

We believe that everyone has unique potential and skills to be explored and developed.
We will embed this belief in our work with service users, staff and volunteers.

We believe that a 'can do' approach is critical for facilitating change in people's lives.
We will foster and nurture this attitude in our work with service users, staff and volunteers.

We believe in the Christian basis and mission of the YMCA.
We will seek to exemplify and embed Christian ethos in our organisational practice in all we do.

Our Vision

Better lives and better futures for individuals and communities

- by beginning the end of the homeless experience, one person at a time
- by working with the talents of people making transitions to independence
- by engaging and supporting children and families and staying connected in the places they live

Our Mission

YMCA Cheshire is a Christian charity that responds to local need by creatively investing in the lives of individuals and the community through all our projects, including housing, learning, family support and working with children.

Our Faith

Our faith underpins all our work and motivates us to sustain a Christian mission than is socially active.

Working at YMCA Cheshire

YMCA Cheshire currently has about 100 staff, 30 volunteers and 7 trustees.

We are an organisation that embraces a culture where our Christian based core values are at the heart of all we do.

We are committed to creating a workplace where all employees are given the opportunity to reach their full potential, feel valued and work effectively to achieve our goals.

We aspire to establish a workforce which reflects the diversity of the wider community.

We have a comprehensive health and wellbeing programme to support a healthy mind, body and spirit.

The programme includes:



Full Training Package



Employee Assistance Programme



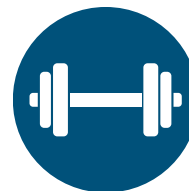
Conference Opportunities



Cafe with 20% Discount



Staff Room Refreshments



Onsite Gym



Flexible Working Policy



Long Service Vouchers



Away Days



Staff Meetings to Share Good News



Group Life Cover



Health Cash back plan

Job Description (Page 1)

Job Purpose

To provide high quality intensive visiting support to single people experiencing multiple-exclusion homelessness, including mental health and substance misuse needs, accommodated in Housing Led placements across Cheshire East.

Main Duties

Duties and responsibilities:

Support Model

- Using a Person-Centred, Psychological and Trauma Informed approach, build and maintain effective professional relationships with service users.
- Complete an induction programme with each new service user within four weeks and formulate an initial support plan.
- The ongoing support plan will be devised and agreed with the service-user, and any agencies involved, if appropriate.
- Provide ongoing intensive visiting support through weekly meetings, which may include some evenings and weekends.
- Review goals regularly with service users, celebrating achievements and progress.
- Ensure that service users' views and feedback are sought and acted upon.
- Ensure a step-down approach to support

Housing

- Provide ongoing intensive visiting support to work on the personal support plan with each service user, practically supporting them towards goals that lead to tenancy sustainment, the development of independent living skills and resettlement.
- Liaise with the property Maintenance Team about any property maintenance repairs, furnishings and fittings.
- Support service users with setting up utilities, banking, budgeting, paying bills, managing debts and filling in forms
- Support with welfare benefits and maximising income

Health and Wellbeing

- Support service-users to maintain personal health and hygiene e.g., continence/incontinence, washing and dressing, oral hygiene
- Support service users to take prescribed medication
- Promote healthy eating and nutrition
- Support service users to access GPs, dentists, opticians, chiropodists, and other providers of healthcare services
- Where appropriate, support individuals to access statutory assessment, physical, mental health, substance misuse, detox and care needs

Move On

- Support service users to complete housing applications and to assess and address barriers to housing, including any former tenancy arrears
- Where appropriate support to access more specialist supported placements.

Job Description (Page 2)

Environmental and Social

- *Help building self-confidence*
- *Support service users to develop life skills*
- *Support service users to maintain social / community and family networks,*
- *Support service users to access education, employment, training and volunteer opportunities*
- *Support service users to access local cultural and leisure activities*
- *Support service users to identify and manage risk within their environment consider cultural and religious needs*

Partnership Working

- *Network and relationship building with partner agencies such as the Local Authority, NHS, Police, Criminal Justice System, voluntary sector and local businesses.*
- *Work closely with CE Multi disciplinary team (MDT).*

Communication and Admin

- *To keep accurate and up to date service users notes using the existing recording and monitoring systems.*
- *Produce two case studies per year.*
- *Attend Team meetings*
- *Attend Reflective Practice*

Other Duties & Responsibilities

- *Be fully versed with safeguarding to protect each individual from harm in accordance with current safeguarding legislation.*
- *Ensure equality and diversity is embedded within service delivery*
- *Work according to the policies and procedures of YMCA Cheshire at all times*
- *Actively participate in the supervision and training process to develop better services and continuous personal development*
- *Undertake such other duties as may be reasonably be required*
- *Understand, embrace and promote the values of the Association, i.e.*

We believe that each person has unique potential and skills to be explored and developed.

We will embed this belief in our work with service users, staff and volunteers.

We believe that a ‘can do’ approach is critical for facilitating change in the lives of service users.

We will foster and nurture this attitude in our work with service users, staff and volunteers

We believe in the Christian basis and mission of the YMCA.

We will seek to exemplify and embed Christian ethos in our organisational practice in all we do

Person Specification

People skills (working with service users)

- Have an enthusiasm for seeing people thrive
- Able to employ a range of approaches to engage people.
- Able to bring new ideas and approaches to working with people
- Able to empower service users and ensure an atmosphere of peer support
- Using strong interpersonal skills, able to sustain meaningful contact
- Ability to build rapport with variety of clients, demonstrating awareness of different cultural and religious needs.
- Have a consultative approach to service delivery and is able to articulate the needs and aspirations of service users.
- A knowledge of the issues facing disadvantaged people
- Able to identify and resolve aggressive situations
- Resilient, able to recover quickly from difficult situations
- Display a positive, optimistic disposition
- Ability to work alone and use your own initiative
- Ability to manage your own time and workload

People skills (working with others)

- Ability to value differences in team members and work together effectively
- Able to network, build relationships and work effectively with other agencies and organisations

Administration /planning

- Computer literate with ability to use Outlook, Word, Excel
- Able to identify risks and design control measures
- Able to manage own case load and effectively to meet targets and deadlines
- Able to plan and deliver sessions to achieve learning outcomes
- Able to report accurately, professionally and objectively
- Able to understand funding frameworks and apply where appropriate
- Able to share information clearly and concisely on a "need to know" basis
- Able to set SMART goals with clients

Other

- Able to drive (current licence)
- Desire to develop and learn
- Able to implement appropriate health and safety and safeguarding issues procedures when necessary
- Able to respect the Christian ethos of the Association

Key Employment Terms

- 20 hours per week
- Salary £15,600 per annum
- Permanent contract
- Responsible to Housing Service Manager (Gresty)
- Company sick pay
- Pension contribution
- 4 x Life Assurance
- Health Assured Employee Assistance Programme
- Health Cash Back Plan

YMCA Cheshire is committed to the active promotion of equal opportunity, both in the provision of services and as an employer of paid and unpaid workers.

YMCA Cheshire is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

Any offer of employment will be subject to satisfactory references and Enhanced DBS check.

How To Apply

- The closing date for applications is 9.00 am on Wednesday 29th April 2026
- These should be submitted by our website YMCA Cheshire vacancies <https://ymcacheshire.org.uk/ymca-vacancies/>
- Shortlisted candidates will be interviewed week beginning 4th May 2026

