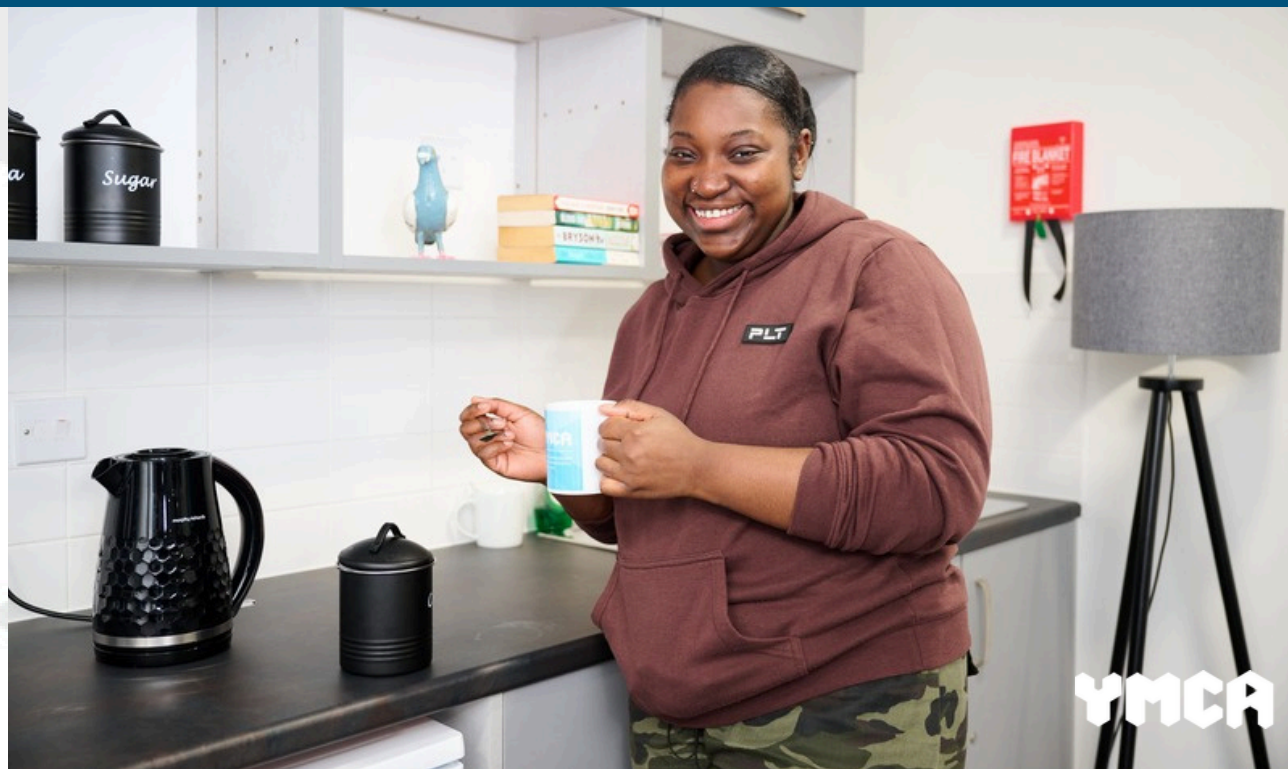




YMCA CHESHIRE

**HOUSING COACH 18+ (VB)  
CANDIDATE PACK**

Candidate Pack  
May 2026



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# Welcome

Thank you for your interest in the position of Housing Coach 18+ (Valley Brook) at YMCA Cheshire.

The Housing Coach role is crucial to the work we do at our accommodation at Valley Brook, working with people who have experienced, or are at risk of experiencing homelessness.

The full job description is on page 6 of this document; you will see it is a varied role. During a single day, a housing coach may take accommodation enquiries, support an individual with their personal budgeting, do a health and safety tour of the building, organise a table tennis tournament and run a cooking session. No two days will be the same!

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 committed Housing Coaches and report directly to the Harley/Davenport Service Manager.

This is a 40 hour a week post. Shifts will normally be Monday to Sunday between the hours of 9am and 10pm, and working some weekends.

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, Ben McKnight, otherwise, please have a good read through this document, then fill in the application forms and return these by 9.00 am on Friday 5<sup>th</sup> June 2026.

*Ben McKnight*

**Ben McKnight**  
**Harley/Davenport Service Manager**  
**01270 257673**



# About Us

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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.



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## Our Values

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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.*

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## Our Vision

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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

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## Our Mission

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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.

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## Our Faith

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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



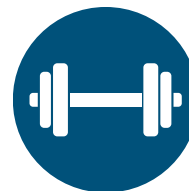
Conference Opportunities



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

YMCA Cheshire provides supported accommodation for people experiencing homelessness or the threat of homelessness. The focus of Housing Coaches is to provide comprehensive, intensive Housing Management, including:

- Responding to the immediate need for supported housing as part of the Accommodation Team for people ages 18+
- To assist in the management of the building and meet targets for void and rent management
- Contributing to preparing people to move on to independent living.

## Main Duties

### Duties and responsibilities:

#### Selection and Allocation

- Deal with accommodation enquiries, both over the phone and in person setting up appointments for interview speedily and maximising voids.
- Assess referrals for accommodation using the Association's risk and need processes
- Ensure an interview is undertaken which makes clear the terms and conditions of the Licence agreement and resident rights and responsibilities.
- Ensure each new person is inducted into the accommodation thoroughly covering all aspects of Health and Safety and what people need to do in any kind of emergency or crisis.
- Each new resident is allocated a keyworker with each Housing Coach having an allocated number

#### Rent and Void management

- Liaise with Client Finance Officer regarding Inform, housing benefit and licence issues.
- Ensure residents meet their financial obligations and budget effectively to cover their contribution and plan for the future.

#### Health and Safety

- Undertake health and safety tours of building as per the Duty Rota.
- Act as Fire Officer as per the rota.
- Be constantly vigilant regarding security in the building, including Visitors Policy
- To undertake a thorough and comprehensive handover with night staff at the start and close of shifts

## Day to Day Work

- Follow up service user issues (including rent, room condition, rule breaking) using restorative practices and to agreed procedures
- Undertake ongoing needs and risk assessments with service users.
- Establish regularly reviewed Action plans with each resident based on goals that lead to sustaining independent living. For example budgeting and employability skills.
- Signpost and support residents to access agencies in the statutory, voluntary community and faith sectors that can support their additional needs including joint reviews.
- Undertake one to one and group sessions with residents geared to enabling them to develop the skills needed to live independently.
- To actively participate in the learning and engagement programme that YMCA Cheshire offers.
- Ensure that the views, aspirations, concerns and ideas of service users are actively sought and acted upon
- Use a range of strategies to address resident non-engagement issues.
- Works to link residents to move on and resettlement through developing working relationships with providers and landlords.

## Communication and Administration

- Keep accurate records of the room situation spreadsheet
- Ensure service user data is captured appropriately and kept up to date using current systems
- To record incidents, events, and relevant information using the paper and IT systems provided, particularly serious incident reporting.
- Contribute to draft procedures when requested by HRS 18+ Manager
- Attend daily briefings (leading when requested) and carry out SMART actions allocated by HRS 18+ Manager
- Works closely with other agencies to ensure information is properly shared and communication lines are strong.
- Plays an active part in articulating and empowering the voices of residents through a number of forums including the residents committee.

## 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

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## **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

- 40 hours per week
- Salary £30,090 per annum
- Permanent contract
- Responsible to Harley/Davenport Manager
- 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 Friday 5<sup>th</sup> June 2026
- These should be submitted by our website YMCA Cheshire vacancies <https://ymcacheshire.org.uk/ymca-vacancies/>
- Shortlisted candidates will be interviewed week beginning 8th June 2026

