

# YMCA CHESHIRE

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## HOUSING COACH: SHAP

**Candidate Pack  
June 2025**



# Welcome

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Thank you for your interest in the position of Housing Coach: SHAP at YMCA Cheshire.

The Housing Coach: SHAP role is crucial to the work we do with our dispersed accommodation at YMCA Cheshire where we work with up to 23 young people in the community and prepare them to move on to independent living.

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, attend pathway plan meetings, encourage volunteering, work or education opportunities 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 3 committed Coaches who also work with young people in the community and report directly to the Housing Related Support (HRS) Manager.

This is a full time post, 40 hours per week; shifts are 9am-5pm, Monday-Friday with the potential need for some evening or weekend hours.

- **2 year contract**
- **Start date: July 2025**

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, Becky Parke, Head of Services and Impact on 01270 257673; otherwise please have a good read through this document, then fill in the application forms and return these by 9am on Tuesday 24th June 2025.

We look forward to hearing from you!

*Becky*

**Becky Parke**  
**Head of Services and Impact**





# 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 backgrounds.

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 Cheshire.

- 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 main project in Gresty Road, 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 Cheshire for **children and families**, including After School Clubs, Drop Ins for parents and carers and holiday villages.
- Our services are supported by our **three social enterprises**, the GLO Café, room hire and our Property Maintenance



# 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.*

# 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

# 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.

# 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

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YMCA Cheshire currently has about 80 staff, 25 volunteers and 9 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:-

- A full training package
- Free counselling through our Employee Assistance Programme
- Opportunities to attend conferences and visit other projects
- An onsite café
- Staff room refreshments
- An onsite gym
- A flexible working policy
- Vouchers for long service
- Away days
- Staff meetings to share good news
- Group life cover
- Company sick pay
- Car and bike schemes

# Job description (page 1)

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## **Job Purpose**

YMCA Cheshire is providing 4 extra units of supported accommodation for young people commissioned by Homes England. The Housing Coach will work with young people in dispersed properties, as they create new futures. They will prepare young people for moving on to independent living.

## **Duties and responsibilities**

### **Referral Process**

- Assist the HRS Manager with the referral process;
- Undertaking an initial interview with each young person to explain what the service provides, and any special requirements they may have.
- Undertake a comprehensive Risk and Needs Assessment with each referral, ensuring that the views of young people and key professionals are taken into account.
- Keep the Placement Team updated with all moves in and out of the service
- Take responsibility for referrals in the absence of the HRS Manager

### **Tenancy sign up**

- Ensure each new person is inducted into their accommodation thoroughly covering all aspects of Health and Safety and what people need to do in any kind of emergency or crisis.
- Ensure that each Tenant adequately understands their rights and responsibilities.
- Carry out tenancy sign ups in the absence of HRS Manager

### **Support/outcomes for Young People**

- Carry a caseload of 4 young people
- Work with young people to establish a personal pathway through the service, building on their existing Pathway Plan, review every 4 weeks as young people adapt their goals to reflect their development needs and aspirations
- Work with young people's social workers and PAs to ensure positive outcomes are met for young people
- Ensure appropriate response to the needs of resident presenting in a crisis.
- Work in close partnership with other organisations to respond quickly and effectively to the needs of young people
- Complete Risk Assessment Management Plans and review every 4 weeks
- Provide support at times that are convenient to the young person, including potential support in the evenings and at weekends
- Attend Pathway Plans and all other meetings as necessary in partnership with social services

# Job description (page 2)

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- Accompany young people to meetings and appointments.
- As far as possible, ensure all young people gain the necessary skills to live independently and by directing young people to relevant GLO Academy courses.
- Encourage young people to explore their interests, hobbies and build up meaningful connections in the community.
- Encourage young people into volunteering, work, education, employment and training.
- Liaise with other staff at YMCA Cheshire about young people accessing the wider GLO Academy and facilities
- Help young people manage a budget and maximise their income (eg through PIP or Universal Credit)
- When they are ready to move ensure young people are supported in the transition from semi-supported living to their own accommodation.
- Collect resident feedback and case stories through consultations, formal meetings, and in writing
- Ensure appropriate record keeping using YMCA Cheshire's existing systems

## **Additional**

- Attend daily team briefings
- Attend regular CHaPS meetings

## **Other Duties and 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 Crewe 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, ie

***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.***

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**The Job description is current as the date shown  
In consultation with the post-holder, it is liable to variation**

# 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 young people.
- Able to bring new ideas and approaches to working with young 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 young people, 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

## **People skills (working with others)**

- Ability to value differences in team members and work together effectively
- Able to 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 young people

## **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

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- **2 year contract**
- **Start date: July 2025**
- 40 hours per week, over 5 shifts 9-5 Monday to Friday (potentially some hours in evenings or weekend depending on need of young people)
- Salary £14.42 per hour, £29,994 per annum
- Responsible to Housing Related Support (HRS) Manager
- Company sick pay
- Pension contribution
- 4 x Life Assurance
- Health Assured Employee Assistance Programme

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.

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## How to apply

- The closing date for applications is 9.00 am on Tuesday 24th June, 2025.
- These should be submitted through vacancies section on the YMCA Cheshire website.
- Shortlisted candidates will be interviewed either on Friday 27th June or Monday 30th June 2025.

