**Manchester City Council**

**Role Profile**

**Staying Close Coordinator, Grade 6**

**Staying Close Service, Children’s Services Directorate**

**Reports to: The Registered Manager, Staying close.**

**Job Family: People Care and Support Direct**

**Key Role Descriptors:**

The role holder will act as a member of a team and contribute to the delivery of the staying close offer through the provision of a comprehensive range of flexible, responsive and planned and statutory front line services for care experienced young people from Manchester.

The role holder will provide high quality, customer focused, flexible and timely operational support to improve the quality of the local environment, generating awareness of local services, engaging and empowering community members to access services and encouraging involvement in activities that promote positive action.

The role holder will work collaboratively with other young people focused services to ensure that Council services and partner agencies are working to the highest standards to provide a quality environment for all Manchester care experienced young people.

**Key Role Accountabilities:**

Work with young people to address their housing needs to maximise accommodation stability. You will also build a personalised programme of support for young people with in areas of independent living skills

Facilitate tenancy ready courses, effective preventative work and intervention and complete statutory tasks

Work alongside the Leaving Care Personal Advisers and Cared for Social Worker's to provide housing advice and solutions for young people transitioning to independence or living independently.

Work in collaboration with partner agencies to develop local protocols to support care leavers into accommodation, identify, challenge and overcome barriers of accommodation and housing pathways for our young people

Collate, record, maintain and understand relevant data to support the accommodation and housing pathways of our young people.

To promote Manchester's Care Leaver Local offer so care leavers are aware of their Rights and Entitlements.

Promote equality and diversity to make sure that all children young people and families are treated with dignity and respect when receiving children's services.

Ensure young people as well as everyone you come across on a daily basis are safeguarded in line with current policies and procedures.

Proactively engage with young people 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.

Support young people to gain knowledge around tenancy management and their rights and responsibilities as a tenant by delivering housing related elements of courses to individual young people or in a group setting, such as the resettlement passport independence toolkit.

To maintain accurate records and support required data reports.

Work alongside Personal Advisors to address the housing and support needs of care leavers.

Work with young people who have been referred for housing support due to homelessness.

Work with young people to prevent future housing issues and prepare them to manage tenancies.

Engage with housing providers and seek local housing options for young people.

To promote resilience, independence and self-efficiency, through understanding an individual’s readiness and capacity to change.

To coach and provide emotional support to the individuals to reflect, anticipate and respond to difficulties, challenge self-limiting beliefs, raise their aspirations and improve outcomes.

Keep up to date records of interventions.

Work in partnership with children, young people parents, carers, other agencies and professionals, through effective communication and consultation networks.

To promote engagement in positive activities, such as apprenticeships, employment, education and training.

**Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role Portfolio:**

Staying Close is a model which provides an enhanced support package for young people leaving care. Staying Close provides an offer a package of practical and emotional support, provided by a dedicated staying close coordinator.

Many care leavers report experiencing a ‘cliff-edge’ when they leave care and move into an independent tenancy. They report not feeling equipped to deal with the challenges of living independently and as a result, many care leavers get into

debt and arrears and lose their tenancies.

Also, many young people leaving care do not have strong support networks to help them with the transition to independent living. As a result, care leavers are particularly at risk of homelessness due to a lack of transitional and practical support, and a lack of suitable accommodation.

Staying Close aims to provide the necessary emotional and practical support to help young people transition into independent living, giving them the tools to successfully live independently.

Manchester City Council has secured funding to provide a Staying Close offer across the city. The Staying Close coordinators will work on the programme alongside the council’s Leaving Care Team and other housing providers in the city.

You will work within Manchester's Staying Close offer to provide additional support to care leavers to improve accommodation outcomes, stability and reduce homelessness. To help further develop joint working between the Leaving Care Service, housing services and partner agencies.

You will also be required to work flexibly with some evening/ weekend work required for the role.

The role holder will work collaboratively with other focused services to ensure that Council services and partner agencies are working to the highest standards to provide quality services for our young people in h Manchester.

Although primarily based at The Beehive, leaving care service, you will work across Manchester, supporting young people prior to them securing a tenancy and on occasions when they are accommodated by other housing providers in Manchester.

**Staying Close Coordinator - Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**General Skills**

* **Communication Skills:** Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others and responds to issues arising. Ability to communicate clearly, concisely, accurately and in ways that promote understanding
* **Analytical Skills:** Ability to absorb, understand and quickly assimilate moderately complex information and concepts and compare information from a number of different sources.
* **Planning and Organising :** Demonstrate the ability to organize multiple tasks in the most effective way, and allocate time and energy according to task complexity and priority
* **Problem Solving and Decision Making:** Ability to analyse situations, diagnose problems, identify the key issues, establish and evaluate alternative courses of action and produce a logical, practical and acceptable solution.
* **Creative Skills:** Ability tothink creatively and provide innovative solutions to problems. Has ability to develop new approaches to finding solutions outside of existing parameters

**Technical Requirements (Role Specific)**

* You must have a full driving licence and access to a car is required on a daily basis.
* You must hold a current valid Enhanced DBS (Disclosure and Barring Service) check.
* Experience of working with young people in a similar role.
* To be flexible and able to support young people on evening/weekend as part of a set rota.