

Job Title: Support Coordinator & Safeguarding Lead

Responsible To: Service Manager

Direct Reports: 3 x Housing & Support Workers

Main Job Purpose: You will work within our Supported Housing Services on a rota basis covering weekdays, weekends and out of hours on-call. You will be responsible for coordinating referrals and support across all DASHs' Projects including our 24/7 staffed women's project, our Hospital Discharge Service and our Dispersed properties. You will take the lead when it comes to Safeguarding and will be the Single Point of Contact (SPOC) both internally and externally for all safeguarding related incidents and concerns. You will be responsible for facilitating annual staff training. As Support Coordinator, you will carry a small case load yourself as and when required dependent on level of need of cohort of residents and support worker capacity. As such, you will provide excellent person-centred support and enhanced housing management services to our residents. You will apply the principles of Strengths-Based and Trauma Informed Practice, assisting individuals with mid to high, multiple support needs, which can include mental health issues, domestic violence, exploitation, substance misuse, poor physical health, and housing related support needs.

Key Responsibilities:

Safeguarding Lead Responsibilities

- Be the DASH SPOC for all Safeguarding related matters for staff and external agencies.
- Regularly review and update the Safeguarding Policy and ensure it is communicated to all staff and Trustees.
- Guide and advise the Trustees and Management Team in all Safeguarding aspects of DASH's work.
- Ensure all staff are trained in Safeguarding practices and are kept up to date with any changes in policies and procedures.

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- Provide direct support and intervention to vulnerable adults and guidance to staff to achieve positive outcomes. This will include attending MDTs such as MARRAC, MASH, MAPPA and MATAC.

Support Coordinator Responsibilities

- Attend weekly panel meetings with external agencies and DASH Service Manager to discuss potential referrals, and coordinate referrals across all DASH projects
- Coordinate face to face Needs Based Assessments with potential residents, assisting staff to evaluate eligibility for DASH properties based on support needs and risk.
- Coordinate and facilitate inductions with new residents ensuring move-in paperwork and orientations are completed to a high standard by staff.
- Oversee the delivery of tailored support according to residents' individual needs as detailed in their personalised support plan.
- Work collaboratively with other agencies to gain best outcomes for residents, including moving on to independent accommodation when ready. Advocate on behalf of vulnerable adults to ensure their voices are heard and their needs are met.
- Approve risk assessments, support plans, goal setting and regular reviews, and escalating any Safeguarding concerns where necessary.
- Report and recording information and actions accurately using a custom database, including ensuring that details and outcomes of reportable Incidents are logged and communicated to the Service Manager.
- Work within legislation and DASH's internal Policies and Procedures, including Lone Working procedures using staff Orbis Protect devices.
- Work flexibly across all projects as required, to meet the needs of the business.
- Be prepared to undertake training and development as identified and agreed in consultation with your Line Manager and relevant to the position.

This list is not exhaustive, and you will be required to undertake any duties commensurate with your position. These duties could change over time in response to changing organisation requirements and you will be fully consulted if substantial change occurs.

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