Job Description

Job Title	Support Coordinator
Function	Housing
Department/Team	Bradford Floating Support
Reports to	Team Manager
Direct Reports	N/A
DBS Check Level Required	Enhanced
Grade/Job Evaluation Level	Core – Coordination
Salary Banding	Individual Contributor C
Created/Reviewed date	April 2026

You will be working for

As a dynamic and purpose-driven organisation, we recognise that our people are at the heart of everything we do. The Regional Director will play a pivotal role in creating an environment where our staff and volunteers feel valued, supported, and empowered to deliver lasting change.

Our charity is committed to creating meaningful impact in the lives of those we serve. As a values-driven organisation, we understand that our people are central to achieving our mission.

Within Operations we are responsible for ensuring the smooth and effective delivery of services. By ensuring services are well-coordinated,

compliant, and responsive to the needs of the people we support, our work will directly enhance service quality, improve outcomes for individuals, and strengthen Waythrough's overall impact in transforming lives and communities.

Purpose of the Role

To provide high-quality, person-centred floating support and housing management to adults with multiple disadvantage across the Bradford District.

Working alongside individuals in their own homes and within the community, the role will empower people to sustain their accommodation, improve their wellbeing, build independence and reduce the risk of homelessness through person-centred, strengths-based, trauma-informed and outcome-focused support.

Key Accountabilities

Planning/Service Delivery

- Support clients to live independently in their own accommodation and progress towards sustained independent housing.
- Deliver person-centred, strengths-based and trauma-informed support, enabling individuals to achieve positive outcomes, improve wellbeing and maximise their independence.
- Provide housing-related support to help clients establish and sustain tenancies, prevent homelessness and access appropriate services within the community.
- Work collaboratively with partner agencies to deliver coordinated support, manage risk effectively and ensure individuals receive the right support at the right time.

Performance

- Work in accordance with all relevant legislation, policies & procedures and guidelines – both internal and external.
- Maintain accurate and up to date records and reports and provide written and verbal reports as required.

People

- Work as part of a team providing cross provision/ service support where reasonable and attending regular team meetings.

Development and engagement

- Undertake continuing professional development including participating in performance reviews and attending training as/when required.
- Keep abreast of policy and professional development within your area of professional expertise.

General Accountabilities
• Manage a caseload of service users as allocated by the Service Manager and complete high quality and comprehensive needs assessments and risk assessments for those service users. • Develop comprehensive support / risk plans to identify how individual service user needs will be met to help each service user live independently within the community and achieve sustained outcomes. • Undertake outreach sessions to referral agencies and other stakeholders to publicise the service, to receive referrals and to give signposting advice. To attend any relevant multi-agency meetings as required. • Review individual support / risk plans within appropriate timescales and no later than once every three months. • Record case notes, input information onto the database promptly and maintain other relevant Management Information Systems as required in order to ensure effective case management and assist monitoring and evaluation of service delivery. • Liaise with statutory and other appropriate agencies / network/ forums to contribute to the development of a comprehensive needs and risk assessment for each client and general service provision. • Promote and adhere to the organisation's equality, diversity and inclusion approach.

Additional Information
• Work flexibly across operational sites and within an agreed number of hours to maintain appropriate service provision, This will include evening and weekend working.

Values and Competencies

Our Values
• **Kindness** - Be generous, caring and compassionate • **Courage** - Be bold, trust, commit • **Respect** - Everyone deserves dignity

Person Specification

Qualifications	Essential or Desirable
NVQ Level 3 in Health & Social Care (or above or equivalent) or willing to work towards this in post.	**Essential**

Skills	Essential or Desirable
Proficient in Microsoft Outlook Office programmes.	**Essential**

Experience	Essential or Desirable
Knowledge of welfare benefits system and relevant legislation.	**Essential**
Knowledge of housing options available and relevant legislation.	**Essential**
Knowledge of Safeguarding practice and relevant legislation.	**Essential**
Experience of multi-agency working with a wide range of external partners.	**Essential**
Experience of supporting vulnerable people, including support planning and risk management.	**Essential**
Experience of, and ability to, manage a case load of service users, supporting them to achieve greater independence.	**Essential**
Ability to communicate well and maintain accurate records within appropriate case management systems.	**Essential**
Ability to drive and owns a vehicle which can be used for work purposes	**Essential**
Knowledge of the Criminal Justice System, including MAPPA offenders and associated processes.	**Desirable**