**The Forward Trust Job Description**

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| **Position Title** | Tenancy Support Coordinator | **Reports to:**  | Team Leader |

#  Introducing Forward Trust

We are Forward, the social enterprise that empowers people to break the cycle of crime or addiction to move forward with their lives. For more than 25 years we have been working with people to build positive and productive lives, whatever their past. We believe that anyone is capable of lasting change. Our services have supported thousands of people to make positive changes and build productive lives with a job, family, friends and a sense of community.

#  Role/Team Overview

You will support adults (18+) with drug and alcohol issues who are at risk of homelessness. Within a community-based role across East Kent, you will hold a smaller, high-need caseload, providing flexible and enhanced support underpinned by trauma-informed care.

You’ll coordinate access to housing, health, and recovery services—liaising with housing workers, healthcare providers, and other partners to ensure clients are supported holistically. This role offers transitional support until individuals are settled in permanent accommodation.

Aligned with Forward Trust’s mission to empower individuals to break cycles of addiction and crime, you’ll work in line with our values of Empowerment, Collaboration, Resilience, and Innovation. You’ll contribute to service targets, particularly measuring client outcomes, and maintain strong relationships with local agencies to deliver effective, joined-up care.

**Key responsibilities:**

**This post is subject to a DBS check at an enhanced level.**

**Service Delivery**

* Complete housing assessments to prevent homelessness and help clients sustain tenancies.
* Offer practical and emotional support, empowering clients to find and maintain housing.
* Coordinate with councils, housing providers, and support services to meet client needs.
* Build knowledge of housing through co-location with housing teams and relevant training.
* Support clients in managing finances and maintaining rent payments.
* Occasional travel is required to attend team, departmental and other meetings.
* Take on other reasonable tasks and responsibilities as deemed appropriate by Line Manager.

**Partnership Working**

* Work collaboratively with external agencies including employment, training, and family services.
* Share information appropriately and ensure protocols are in place across multi-disciplinary teams.

**Performance Management**

* Meet KPIs and manage a caseload effectively, prioritising clients and ensuring timely support.
* Use supervision to reflect, grow, and identify development needs.
* Contribute to team problem-solving and service improvement.

**Quality, Safety & Compliance**

* Follow safeguarding protocols and report any concerns involving adults or children.
* Ensure compliance with Forward’s policies, health & safety standards, and legal obligations.
* Accurately manage and protect client information and data.

**Systems & Administration**

* Maintain accurate case notes, assessments, and care plans to audit standards.
* Use internal systems (e.g. Illy, intranet, email) to record outcomes and submit reports.
* Provide outcome reports and ensure data is submitted for national reporting (NDTMS).

**Continuous Improvement**

* Keep up to date with relevant policies, procedures, and housing-related developments.
* Engage in regular training and professional development activities.

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| **Benefits of Working for The Forward Trust:**  |

•             Training and development opportunities

•             Flexible working

•             Simply Health Cashback Scheme (Optional)

•             Season Ticket Loan Scheme

•             Cycle to work scheme

•             Crisis Loan Scheme

•             Electric Car Scheme

•             3 x Wellbeing Days (pro rata'd for part time employees)

•             Access to Blue Light Card

•             25 days (rising to 30 with length of service) Annual Leave plus Bank Holidays

•             Contributory Pension Scheme – Employer matched contributions of up to 6% in the first two years’ service and up to 9% thereafter

•             Death in Service Payment (2x annual salary)

•             Critical Illness Insurance (subject to qualifying criteria)

# Role Criteria

**Below is a list of the criteria required to apply for this role; please address each of these points in your application.**

**D = Desirable**

**E = Essential**

**A/I = Assessed at application and/or interview**

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| **Knowledge**  |
| Strong understanding of the needs of people who are rough sleeping or experiencing housing instability. | D | A/I |
| In-depth knowledge of at least one: substance misuse, alcohol misuse, or mental health. | D | A/I |
| Awareness of complex and multiple needs and the barriers to engagement. | D | A/I |
| Understanding of supported housing systems and tenancy sustainment. | D | A/I |
| Knowledge of safeguarding procedures for vulnerable adults. | E | A/I |
| Familiarity with local services and geography (East Kent preferred). | D | A/I |
| **Experience** |
| Experience supporting rough sleepers or delivering outreach-based services. | D | A/I |
| Background in social care, housing, or substance misuse settings. | D | A/I |
| Proven ability to work in partnership with statutory and voluntary agencies. | D | A/I |
| Experience of multi-agency working and facilitating joint meetings. | D | A/I |
| Confidence working with challenging or disengaged clients. | D | A/I |
| **Skills and Abilities** |
| Strong admin and case recording skills; capable of reporting outcomes clearly. | D | A/I |
| IT literate, including Microsoft Office and client management systems. | D | A/I |
| Committed to maintaining professional boundaries and trauma-informed practice. | D | A/I |
| Ability to reflect, evaluate practice, and contribute to service development. | D | A/I |
| Demonstrate Forward Trust’s values of;ProactivityResilienceAdaptabilityConfidenceTeam WorkOpen to FeedbackInnovative  | E | A/I |