



The **Benjamin** Foundation

Placement Coordinator – Job Description

Job title:	Placement Coordinator
Employer:	The Benjamin Foundation
Location:	The Heart & Home Service is based in Norwich, Norfolk but Workers are home-based and travel to allocated Homes within reasonable geographical distance within the Norfolk area
Contract:	Permanent (reviewed annually)
Salary:	Pt 22
Hours of work:	16 hours (plus fulfil on call responsibilities one in every four weeks on a rota basis)
Department:	Heart & Home Housing & Homelessness (LAC)
Reporting to:	Heart & Home Manager

Job purpose

- Responsibility for day-to-day coordination of supported lodgings placements
- To assist the Manager with representing the service, and working in partnership with CS, key stakeholders and a wide range of partner agencies
- To assist the Manager in providing effective leadership and support for the Support Workers
- To safeguard the young people that are accommodated within the service
- To work in compliance with legislative, regulatory requirements i.e. Children Act 1989, The Children (Leaving Care) Act 2000, Working Together 2013, Children and Families Act 2014, Care Act 2014
- To work inline with OFSTED and follow supported accommodation regulations and quality standards 2023.
- To work in accordance with strategic requirements i.e. Norfolk County Council Children Services 16+ Accommodation Transitions Strategy 2012–15
- To ensure consistent, high quality delivery of the service



- To be involved in the future development of the service

Duties

General

- To work within the frameworks of the service, the Monitoring Evaluation Review (MER), The Benjamin Foundation's Client Management System (CMS) and Quality Assessment Framework (QAF)
- To maintain good professional practice working in accordance with the service's policies and procedures, statutory and legislative requirements
- To represent the service to outside agencies and community groups where required
- To develop and maintain relationships with key agencies to high standards at all time and ensure compliance with the statutory frameworks they work in
- To ensure strong partnership links and working relationships with Local Council, Housing Associations, Health and Educational services, and any other appropriate professionals, to achieve the best possible outcomes for the young people accommodated within the service
- To liaise where appropriate with Norfolk/ Suffolk Children's Services
- To promote the well being of the young people accommodated within the service
- To maintain an environment that promotes positive acceptable behaviour
- To work in a way that actively promotes equality and diversity
- To embed the culture and ethos of The Benjamin Foundation
- To maintain and work in accordance with The Benjamin Foundation's confidentiality policy at all times
- To undertake such other duties as may be delegated or assigned commensurate with the level of grading and role of the post

Staff

- To develop a positive and supportive relationship with the staff team
- To attend and participate in regular Personal Review and Appraisal
- To provide regular Personal Review and Appraisal for Support Workers
- To attend and participate in regular Group Supervision
- To assist the Manager in providing training to staff on the Outcome Star individualised support plans
- Commitment to ensuring staff use the Nurtured Heart Approach ® in their work



- Promote the theory of Psychological Informed Environment (PIE) within the team.

Administration

- To assist the Manager with regular monthly monitoring requirements
- To contribute to a comprehensive risk assessment process that promotes the safety and security of the young people accommodated within the service
- To fulfil on call responsibilities one in every four weeks (average) on a rota basis
- To assist the Manager with referrals into the service assessing young people with high and specialist support needs as detailed in the Housing Application Form (HAF)
- To ensure that good quality records are maintained as required
- To participate in the development, implementation and monitoring of individual support plans and assessments
- To ensure the young people's support plans, Pathway Plan and risk assessments are carried out in the day-to-day support of the young people

Development

- To be involved in recruitment, appointment and induction of staff
- To represent the service at multi-agency conferences and networking opportunities
- To develop and maintain relationships with Children's Services
- To assist the Manager with marketing and establishing new Hosts
- To undertake personal development and attend any relevant training

Hosts

- To assist the Manager in assessing the suitability of potential Hosts
- To provide regular supervision to the Hosts
- To develop a positive and supportive relationship with the Hosts
- To ensure Host involvement is embedded in the service
- To support Hosts to develop household routines and behaviour management strategies
- To assist Hosts to link to other services
- To organise and lead on placement meetings as required
- To attend professionals meetings and LAC/ CIC Reviews as required
- To support Hosts in providing day-to-day practical independent living skills to the young people such as budgeting, cooking and self-care



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- To help the Hosts to maintain a positive and nurturing environment that is sensitive to the needs of the young people

Young People

- To develop a positive and supportive relationship with the young people accommodated within the service
- To attend Professionals meetings, Strategy meetings, LAC/ CIC Reviews, Family Support meetings and placement meetings as required
- To input into young people's Pathway plan, statutory reviews and Education, Health and Care Plans (EHCP)
- To ensure service user involvement is embedded in the service.
- To help maintain a positive and nurturing environment that is sensitive to the needs of the young people
- To use Outcome Tools (including Young Person's Star, CMS, QAF and MER) in assessing young people's progress and well being
- To support the young person to access and registration with health services.
- To support the young person to conduct healthy relationships with family, friends and staff by pro-social modelling and restorative intervention where necessary
- To support with offending and addressing criminogenic behaviours
- To support the young person to relate to their ethnic and cultural backgrounds
- To support the young person with their sexuality
- To support the young person to become a member of their community
- To encourage and support positive support networks, including recreational activities with peers
- To support the young person to develop positive boundaries with all relationships
- To support the young person in identifying, accessing and sustaining a programme of education, training and employment including support with an ETE pathway
- To support the young person to become 'job ready', get into a routine, get up on time, dress appropriately, communicate appropriately, work out their travel plans etc
- To support with budgeting and shopping for essentials, to maintain a healthy diet (cooking sessions etc.)
- To support in washing clothes and basic repairs, basic household cleaning, basic maintenance



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- To support to pay attention to personal hygiene, managing a healthy lifestyle, including sexual health
- To support in using public transport and accessing public services
- To support the young person to explore all their move-on options, including support with arranging appointments with housing officers
- To support the young person with making and following up benefit claims
- To support the young person to understand the legal and social responsibilities of holding a tenancy and who to turn to for housing advice
- To support in managing finances including paying service charge, shopping for essentials and broader budgeting, opening a bank account, savings account, planning for the future, financial risks, emergency options, priorities claiming benefits etc
- To support to understand the financial implications of an independent tenancy while working with any numeracy difficulties the young person may have
- To support to access other services, family support and keeping statutory appointments (this may include accompanying the young person, assisting them in making and keeping appointments, making referrals, helping them to identify useful services, maintaining contact etc.). Services may include mental health services, the Matthew Project, Youth Offending Team, GP, dentist, sexual health advice, anger management courses, ETE providers, sports and recreation etc. Support to get their NI number, birth certificate or passport

The Benjamin Foundation fully embeds the Nurtured Heart Approach in all that it does and staff will adopt this approach as part of their practice.

The Benjamin Foundation reserves the right to alter the content of this job description following consultation, to reflect changes to the job or services provided without altering the general character or level of responsibility.

This post is subject to a full and satisfactory DBS disclosure

Jobholder :	Line Manager:
Signature:	Signature:
Date:	Date:
Date to be reviewed:	



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Placement Coordinator – Person Specification				
Criteria	Details	Essential	Desirable	Assessed
Qualifications	Formal qualification in terms of working with children and young people	•	•	Certificate Application
	Educational achievement sufficient to support clear reporting and presentation skills		•	Application
Experience	A minimum of 2 years' experience working with the relevant client group/homelessness or children/young people in a supported accommodation setting	•		Application Interview
	Experience of lone working	•		Application Interview
Knowledge & Skills	To be able to communicate with colleagues, external agencies and young people both verbally and in writing ensuring you conduct yourself in a professional manner, whilst maintaining the rules of confidentiality as appropriate	•		Application Interview
	Have an in-depth knowledge of local policies, protocols and relevant legislation, particularly part 3 of The Children Act 1989, Section 17 and Section 20 Also Supported Accommodation Regulations and Quality Standards 2023		•	Application Interview
	Have an understanding of relevant housing and benefits legislation		•	Application Interview
	A good understanding of appropriate Professional Boundaries	•		Interview
	Good ICT skills to use email communication, electronic calendar, produce letters and reports	•		Interview
	To work effectively with key agencies and partners	•		Interview



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	Willingness to work flexibly and manage own time to best effect	•		Interview
Personal Qualities <i>Positive</i>	Ability to relate positively to young people	•		Interview
<i>Independent</i>	An ability to think independently and work without constant supervision	•		Interview
<i>Confident</i>	Being able to confidently make decisions regarding day to day matters and to be accountable for these decisions	•		Interview
<i>Competent</i>	The ability to work under pressure and remain calm in stressful situations	•		Interview
<i>Nurturing</i>	Commitment to using the Nurtured Heart Approach ®	•		Application Interview
Additional	The willingness to contribute to the wider Benjamin Foundation success story	•		Interview
	Commitment to equality and diversity policy of The Benjamin Foundation	•		
	Current Driving Licence and access to a vehicle (including Business Use)	•		Copy DL and insurance certificate
	A willingness to undertake relevant training (including Level 3 Qualification) appropriate to the post	•		Interview