



Accommodation Coordinator Job Description

Salary:	£25,500 – 27,500
Responsible for:	Brokering and Enhancing relationships with Greater Manchester Housing providers to support the successful delivery of the Accommodation Pathways Support contract in connection with Ingeus
Responsible to:	The business growth manager
Core purpose:	To develop effective relationships between numerous partners that enables longer term accommodation to be found for recent prison leavers

The Post
<p>Manchester Athena is a partnership of Greater Manchester social housing providers that looks to break down barriers to employment for tenants and customers. Established in 2013, Athena works together to deliver opportunities across Greater Manchester.</p> <p>Working in connection with Ingeus, Athena is looking for a Accommodation Coordinator to support the delivery of a recently won GMCA funded project that looks to identify sustainable accommodation for service users who have come through the gate and left prison.</p> <p>The post will require you to foster and enhance relationships between Ingeus keyworkers and the Athena partnership's teams across Greater Manchester to help identify suitable accommodation for ex-offenders.</p>



Responsibilities: the Accommodation Coordinator will be responsible for...	
<ul style="list-style-type: none"> • Be the single point of contact for the Athena team in relation to the Accommodation and Pathways Support project 	<ul style="list-style-type: none"> • Broker and develop relationships between Greater Manchester Housing Providers in connection with Ingeus and deal with challenges as they arise.
<ul style="list-style-type: none"> • Ensure that the Athena team and partners are fully engaged with the project. 	<ul style="list-style-type: none"> • identify and support, apprenticeship, and job opportunities that service users would be able to access either directly with Athena partners or as part of their supply chains.
<ul style="list-style-type: none"> • Lead on the creation of a peer mentoring and lived experience panel for continuous development of the service 	

Strengths: The Accommodation Coordinator will deliver key responsibilities by...	
<ul style="list-style-type: none"> • Being confident, self-motivated and able to work on own initiative with minimal supervision 	<ul style="list-style-type: none"> • Having excellent interpersonal skills and the ability to respond appropriately to people in stressful situations
<ul style="list-style-type: none"> • Having good organisational skills and being able to work under pressure to meet deadlines 	<ul style="list-style-type: none"> • Establishing effective working relationships with a range of contacts and groups
<ul style="list-style-type: none"> • Having good problem-solving skills; taking a pragmatic approach to resolving complex issues 	<ul style="list-style-type: none"> • Getting tasks done on time and ensuring things happen when they need to happen
<ul style="list-style-type: none"> • Displaying good written and oral communication skills with the ability to communicate effectively with a range of different audiences 	<ul style="list-style-type: none"> • Acting as the “eyes and ears” on the frontline and pro-actively reporting any Safeguarding concerns correctly



Requirements: the Accommodation Coordinator must have...	
<ul style="list-style-type: none"> An understanding of the challenges faced by prison leavers 	<ul style="list-style-type: none"> Skills to use a wide range of IT packages that support case work as well as mobile devices
<ul style="list-style-type: none"> A positive and enthusiastic attitude in often challenging circumstances 	<ul style="list-style-type: none"> An ability to multi-task and deal with a wide variety of issues and made decisions confidently with minimal need to escalate
<ul style="list-style-type: none"> Skills to effectively engage with Housing colleagues across GM, service users and strategic partners, building excellent relationships that are based upon trust and respect 	<ul style="list-style-type: none"> Ability to communicate effectively using a variety of different communication methods and techniques to deliver clear messages
<ul style="list-style-type: none"> Good problem-solving skills 	<ul style="list-style-type: none"> Experience of working in customer service role
<ul style="list-style-type: none"> Resilience 	<ul style="list-style-type: none"> Ability to work flexibility across numerous sites around Greater Manchester

Benefits:			
Pension	Generous Annual Leave Entitlement	Health Cash Plan	Flexible Working
NEST pension scheme	25 days annual leave rising to 30 through 5 years continuous service	Claim a proportion of your everyday healthcare and medical expenses	Flexible working arrangement to help achieve a healthy work – life balance