



Trinity Homeless Projects  
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#itCOULDBEME

Hi

Thanks for asking about our role of Neighbourhood Coach.

Trinity is a community of over 500 people living and working in 100 properties arranged in neighbourhoods throughout Hillingdon and Slough. Each neighbourhood has around five or six houses, shared by about 30 people. Each neighbourhood is supported by a team including a Neighbourhood Coach.

We provide shared, supported housing for between 6 months and 2 years. Our houses are fully furnished homes with access to local amenities, travel links and opportunities within the local community. Each resident has their own bedroom and living areas are shared where we can cook, learn and live together.

We fundamentally believe people have the solutions to their own problems and we coach people to thrive.

To find out more about our work, go to [www.wearetrinity.org.uk](http://www.wearetrinity.org.uk)

If you want an exciting challenge with an aspiring organisation then please write to us and tell us about yourself and why you want to work with us and please include your current CV.

I look forward to hearing from you.

Best wishes,

Steve Hedley  
Creative Team

# Why join us?

Trinity is all about creating a fairer society through ending homelessness.

Homelessness in Britain is the result of treating housing as a commodity rather than a human right. It is rooted in privilege, wealth and power and policies that are inconsistent with human rights – neglecting or failing to respond adequately to the needs of the most disadvantaged in response to crises or economic developments. The response should be clear: we must commit to ending homelessness. This would, in fact, be in line with the global target to ensure adequate housing for all by 2030, which was committed to in the UN's sustainable development goals.

Why work for us...? Because we believe deeply in justice and we are a community of committed people who want to make our lives count in leaving a legacy that makes the world a better place. We have deeply held values and ethics and a high degree of self-directed performance. We have a positive coaching culture and we are solution focussed. There is a genuine and deeply felt commitment to continuous improvement and an aspirational approach to the future and we will not stop until everyone has a home...or at least a bed for the night.

Other reasons:

Great people

We currently have a team of 50+ gifted, friendly, funny people and in this year's staff survey half of them scored Trinity 8/10 as a place to work!

Flexible working

Some roles dictate that you've got to be somewhere at a certain time. Outside of this we value autonomy and work-life balance and we trust our people to manage their own time.

Above average local pay

Flat organisational structure

Pension

Good annual leave

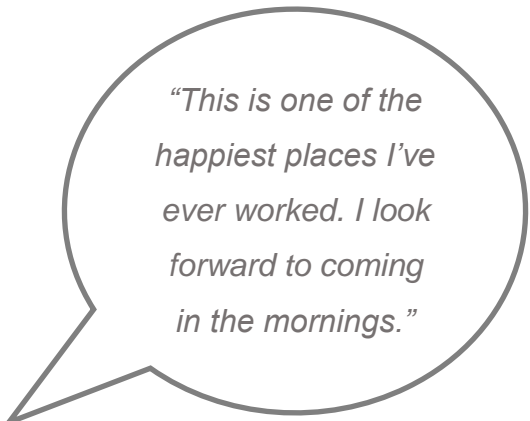
Maternity and paternity leave

We look after you when you're sick or need time off

Self-directed learning

A day off for your birthday

And an all-expenses paid holiday (Okay... no free holiday)



*"This is one of the happiest places I've ever worked. I look forward to coming in the mornings."*

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# What We Do

Trinity Homeless Projects (Trinity) is a registered Charity working in West London and Slough to end homelessness. Hillingdon is one of London's largest Boroughs and we are the largest provider of Supported Accommodation in the Borough. We currently have over 100 properties housing over 330 people. Last year we housed over 600 people and over 170 people moved to a permanent home. We helped 550 people forced to live on the streets and we supported over 700 people escaping war to settle in the UK. We believe everyone has the right to a home and we believe we thrive in community.

We create resource for our community.

Trinity is currently three communities consisting of homes, shops, meeting spaces, offices and a day centre. We are residents, guests, families, coaches, housekeepers a maintenance team, a tenant team and finance and governance team. All together we number around 500 people, as this changes daily as people join and move on. We arrange ourselves into three areas of responsibility based on our clarity of purpose, capability and the ART of Trinity, the Creative Team, Resource Team and Community Team.

The way we conduct ourselves is based on our beliefs that, we are all equal, we all want to end homelessness and we can only do this together. We look after each other, we look after our community and we look after others.

At Trinity, a typical community has around 18 homes for 90 residents, three coaches, housekeepers, maintenance and a tenant team. We all meet together and all residents have everyone's number, cutting out unnecessary systems and fostering relationships in the community. A neighbourhood is around five or six houses shared by 30 people.

An average house has five residents. As we model looking after each other, looking after the house and looking after others in our own unique way and we know the welfare and support needs of everyone, everyone's life chances and opportunities improves, and that house, that small community thrives. We then see a ripple effect through the neighbourhood as houses adopt the model.

We create the society we seek, embodying the social relations, decision-making and culture that empowers everyone to achieve that utmost human experience...

We are Trinity

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# neighbourhood coach

*"If you have come here to 'help' me, you are wasting your time. But if your struggle for liberation is bound up with mine, then maybe we can work together."*

*Lilla Watson 1985*

## The purpose of the Coach

The coaching we provide empowers residents to successfully manage their tenancy through engaging people in such a way that they can develop resourceful strategies. Person-centred planning is offered to all our residents who are encouraged to create a personalised support plan. The experience we have gained in working with people with complex needs has shown us that the most effective form of support is one where we build a good relationship with our residents and the direction of travel is clear. This comes through regular, quality communication and identifying an agreed pathway that someone wants to take and is faithfully supported to achieve their outcomes.

## The role of a Coach

Our approach to support is solution focused and includes complimentary interventions; Motivational Interviewing, Appreciative Enquiry, Brief Therapy and Nero Linguistic Programming. We fundamentally believe people have the solutions to their own problems. This presupposition means that we avoid being the 'expert', instead we coach residents to discover their own unique solutions.

We work to strengthen the relationships in the lives of our residents and seek to add value in everything that we do and give support and learning at all times. We work flexibly and informally but at all times draw from a strong foundation of measurable outcomes and indicators of success.

A person's right to choose is a central value of our support and our response to a resident regarding support and housing management is informed by the identification of a resident's own awareness of their current circumstances. Implicit in this, is a sort of 'golden rule', that a Coaches' ongoing personal development and life processes are linked with his or her work. This gives us the ability to model resourceful states and ensures equity as we share our journey together.

We use a Strengths Chart which focuses specifically on each support pathway and supports residents in making changes by providing them with a map of the journey. It works by moving someone from a 'stuck' state to a state of 'self-reliance.' Coaches facilitate the combining of these pathways through building a close working relationship, not only with the residents, but with partner agencies.

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Coaches support residents to manage money and personal administration through good working relationships with both the Housing Benefit department and Job Centre Plus and by access to debt counselling, improving resident's ability to manage their own finances and thereby maintain their tenancy. Coaches facilitate access to employment opportunities to enable residents to achieve employment or work experience. Residents receive support to access local health care through registration with a GP and dental practices. This is often the easiest route to referral into more specialised services including; drug and alcohol services, mental health services and counselling.

Coaches are responsible for providing support to around 30 residents depending on their individual support needs. Trinity's support follows a natural rhythm, rather than formal proceedings, this breaks down barriers and is conducive to a balanced lifestyle, including; good morning calls, shared breakfasts and evening meals, routine domestic chores and structured and unstructured activities throughout the day focusing on independent living skills, training, employment, physical and mental health and fun. It is through this daily positive connection with clients that we are able to provide space and time for people to address the reasons that caused them to experience homelessness and to demonstrate an alternative lifestyle that is a proven long-term solution to homelessness.

Are you the right person?

Naturally, the success of our approach depends on having people with the personal qualities to be the difference that makes the difference in our resident's lives, and in our own lives.

Few occupations place such a premium on the human qualities, personal development processes and self-awareness as is required for a good Coach. It really matters what kind of person you are. Complex issues are often involved such as family breakdown, trauma and violence, abuse, mental ill-health, problematic drug and alcohol use, domestic violence, unemployment, poverty, developmental delays and many other difficult life passages such as neglect, separation, and rejection. Many of these issues lead people to experience homelessness and to seek the services of supported housing.

This role demands a complex juggling act of skills as well as excellent personal qualities. It requires knowledge of human behaviour and relations and therapeutic interventions and practice. It requires reliability, loyalty, honesty, enthusiasm, creativity, flexibility, responsiveness, ability to negotiate conflict and crises through a calm approach and solution focused so as to be fairly relaxed amid chaotic and often emotionally demanding environments.

The personal qualities needed tend to be based on hard won self-knowledge and awareness gained through life experience, learning and personal development, perhaps rather more than theoretical knowledge. The foundation for this job is a caring disposition, coupled with the skills to follow through in a practical way which empowers people rather than doing it for them. For the right person this can be an exciting, rewarding, inspiring, enriching and satisfying career which is also very socially

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beneficial. Genuine friendliness is essential and while there are necessary boundaries in this work, these should be applied with sensitivity and discretion.

Absolute authenticity is requisite. After all, people weary of 'the system' are often experts at detecting hypocrisy. The role of a Coach has no place for; patronising attitudes and talk, self-righteousness, quick fixes, babysitting, proselytising and doing good.

We cannot change anything unless we accept it. If we wish to help someone, we must be able to accept them as they are and we can do this, in reality, only when we have already seen and accepted ourselves as we are.

We don't give advice or tell people what to do, we listen and question with the ability to reflect back key emerging themes and provide space to discover solutions. It is remarkable just how often, when encouraged, people can generate their own unique and creative responses or solutions to problems. This says a lot about the nature of people and also a lot about the nature of problems.

Finally, on an idealistic but also attainable note, when we live for others, all hierarchical structures and authoritarian attitudes that have caused many to become suppressed and alienated are overcome. It is then possible to surmount authoritarian notions of power and control and to recover a vision of community as a loving activity in whose life and work we participate in; this vision can reorder the world in more just and loving ways.

Thanks for taking to time to absorb all this and if this is for you, I really look forward to hearing from you.

My very warmest regards,

Steve Hedley  
Creative Team

# Terms and Conditions

## Salary

Starting at £30,000 p.a.

## Hours

40 hours flexi-time including evenings and weekends and out-of-hours.

## Leave

25 days annual leave plus your birthday

## Pension

4% pension contribution

## Performance

We monitor how people perform through job coaching every month and through annual appraisals. We work to agreed objectives and assess achievement against these objectives and the competencies for the role.

## Trial Period

There is a six month trial period for new starters.

## References

We only appoint someone if we are happy with their references, covering things such as character, employment, health and eligibility to work in the UK.

## Location

Working from various Trinity locations across the London Borough of Hillingdon and Slough.

This is an outline of our current terms and conditions and is subject to annual review and amendment, by consultation.

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