

JOB DESCRIPTION

Job Title:	Progression Coach
Directorate:	South London & England and Criminal Justice Services
Location:	Bristol (various locations)
Reporting to:	Senior Progression Coach
Responsible for:	(Peer) volunteers

PURPOSE OF THE JOB

A safe and secure place to stay is often the first step away from homelessness. But many of our clients also need support to develop independent living skills, build confidence in their ability to achieve, improve their wellbeing, and raise their aspirations – so they can move on from homelessness and rebuild their lives for good. Without this, clients are likely to encounter barriers to progress when they move on to their own home or (re-)enter the workforce.

Over the last year, we've been redesigning our skills and progression programme to make it accessible to more clients and better suited to support clients to successfully move on from homelessness and rebuild their lives for good. Around 100 clients and 175 staff have shared their experiences and insights on what clients need to learn and how they prefer to learn. This has helped us develop a range of new tools and approaches. We are at an exciting stage, where funding has been allocated to a testing phase which will enable us to further hone the small-scale delivery models developed based on the review findings and arrive at an evidenced-based intervention for roll out to the wider organisation from 2026 onwards.

Progression coaches play a key role in developing and delivering the new skills and progression programme. They are a dedicated resource to services to support clients in developing independent living skills and accessing external learning and training opportunities. In areas where we have an employment support offer, Progression coaches refer clients who are work-ready to our in-house Employment Specialists.

The purpose of the role is to support client engagement in a range of LTE opportunities, with a strong focus on independent living skills delivered on a 1-2-1 basis or in small groups, either on an in-reach basis in services or from a Local Learning Hub. The role also involves supporting clients to take advantage of more structured external and internal opportunities including volunteering, training, education, and apprenticeships, and towards employment where appropriate.

We are looking for an individual with a growth mindset, can-do attitude and interest in service improvement to help us test and deliver a new progression coaching framework, which includes supervising 1-2 peer volunteers, and support the development of learning resources for staff and clients around independent living skills. This is a unique opportunity to be part of a fast-moving service design project and getting to grips with the continuous cycle of research/testing/iteration which underpins innovation.

Although it is not essential, a driving licence and your own vehicle would be desirable as the role covers various locations within Bristol.

KEY RESPONSIBILITIES

- Proactively contribute to the development and testing of newly developed small-scale delivery models for skills and progression, including in-reach and hub-based progression coaching and the progression toolkit.
- Develop relationships with service managers and teams to embed yourself in a service for in-reach delivery of 1-2-1 progression coaching support with a focus on independent living skills and aspirational learning / training support.
- Support the Local Learning Hub Coordinator in creating a psychologically informed learning environment for clients where they can engage with 1-2-1 independent living skills support and a small arts/wellbeing offer.
- Provide high-quality, individualised coaching, enabling all clients to set personal learning and training goals within an Action Plan framework, and providing ongoing support and motivation to achieve these goals.
- Hold regular progress meetings with clients, tracking progress against actions plans, modifying plans when necessary, troubleshooting any issues with referrals, and using a range of coaching tools to support clients to continue with progression towards their goals.
- Maintain positive, consistent and effective relationships with a range of internal and external services with the objectives of a) retaining up-to-date knowledge of existing LTE opportunities across the organisation and beyond, and b) optimising links between internal and external services so as to enable clients to achieve progression goals.
- Implement and oversee referrals and signposting of clients to internal and external provision and services, ensuring that each client receives a tailored package of support that enables them to achieve their personal LTE goals.
- Promote and champion the Client Skills and Progression Redesign project across St Mungo's – delivering presentations at staff meetings, as necessary.

SERVICE DELIVERY

- Liaise closely with lead workers and other local service staff, responding to referrals and arranging to meet clients in a timely manner
- Keep abreast of development in LTE provision locally and across St Mungo's
- Keep accurate paper and electronic records, as appropriate, of meetings with clients, outcomes, and referrals. Ensure that data is captured in the relevant databases in a timely manner, and that the relevant paperwork is used consistently and updated when required
- Provide clients with structured, sympathetic, and reflective progression coaching sessions, actively implementing trauma-informed approaches.
- Liaise with external providers to provide appropriate progression routes and engagement opportunities for clients.
- Signpost clients to relevant activities and services, as agreed with the clients, and make sure that actions are followed through.
- Ensure review meetings with clients are carried out in a timely manner and action plans are updated as appropriate.

- Refer clients who are work-ready to employment specialists to access suitable and sustainable employment.

SERVICE DEVELOPMENT

- Consistently test the progression coaching intervention and progression toolkit using metrics and tools developed by the Skills and Progression Prototype Leads to capture findings.
- Take part in design sessions with the wider Skills and progression team to brainstorm service iterations based on your experiences of delivering the prototypes to clients in different services.
- Attend monthly Progression Coaching Community of Practice meetings, which bring together St Mungo's Progression Coaches to share best practice, advice and opportunities.
- Develop a network contacts with the aim of maximising clients' opportunities and embedding their progression fully in the community.
- Keep abreast of relevant legislation for the development and continuous improvement of the Recovery college
- Keep abreast of developments in the LTE area in the local and national landscape, especially in relation to our client groups
- Promote the Skills and Progression activities widely within the organisation and externally, with the aim of increasing client participation and building partnerships with external organisations.
- Devise and deliver independent living skills group sessions and activities as required.
- Take an active role in the continuous improvement of the service.

GENERAL

- Adhere to St Mungo's Policies and Procedures at all times.
- Cover for other members of the team and division as necessary.
- Being proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.
- Undertaking, as required, any other duties compatible with the level and nature of the post and/or reasonably required by more senior members of staff.
- Attend and participate in divisional and team meetings and other meetings as required.

This job description covers the current range of duties and will be reviewed from time to time. It is St Mungo's aim to reach agreement on changes, but if agreement is not possible, St Mungo's reserves the right to change this job description.

PERSON SPECIFICATION

Progression Coach

Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to use the application form or covering letter to demonstrate your capabilities, in relation to each point listed under essential requirements in the person specification. Where relevant use your answers to illustrate how your competences have helped you achieve positive results.

ESSENTIAL REQUIREMENTS

Experience, Skills, Knowledge and Abilities – required for application form:

1. Experience of providing person-centred and recovery-focused advice, coaching and support to individuals facing homelessness or other forms of social exclusion.
2. Experience of delivering tailored learning support to individuals experiencing homelessness or other forms of social exclusion, both on a 1-2-1 basis and in small groups.
3. Experience of designing, developing and implementing learning resources for disadvantaged and/or socially excluded groups of people
4. Up to date knowledge of the learning, training and employment issues for our client groups and the current adult education landscape.
5. Knowledge of safeguarding and professional boundaries best practice and trauma-informed approaches for working with vulnerable adults, and the ability to apply this in client-facing work

The below Experience, Skills, Knowledge and Abilities will be assessed at different stages of the recruitment process and throughout induction and training:

- Strong IT skills and an effective communicator (verbally and in writing) in a wide variety of contexts. Confident user of Microsoft tools, Canva and Wordpress or an ability to learn new digital programmes quickly.
- Willingness to learn about structured service improvement and embrace an iterative way of working with a high level of client participation.

The following are required of all roles with St Mungo's. However, you do not need to address these in your application.

- Genuine interest in and commitment to St Mungo's work and client group.
- An understanding of and commitment to equity, diversity and inclusion.
- Willingness and ability to work hours outside of normal office hours on occasion (time off in lieu will be granted).
- Willingness to work flexibly in response to changing organisational requirements

In the selection testing/interview process, we will be assessing candidates against the following competencies:

COMPETENCY	PRIMARY INDICATORS
Improving and Innovating	<ul style="list-style-type: none"> • Is open to new ideas, improvement and change. • Handles situations and problems with innovation and creativity. • Shows commercial and financial awareness.
Interacting and Influencing	<ul style="list-style-type: none"> • Takes responsibility and demonstrates values-driven leadership. • Shows self-awareness. • Works well with other people. • Collaborates and networks effectively internally and externally. • Shows sound communication and influencing skills.
Understanding and Doing	<ul style="list-style-type: none"> • Able to find and analyse relevant written and numerical information and use it to make sound judgements. • Able to think strategically. • Demonstrates the necessary technical skills and aptitudes at the level that are required for the role. • Has good writing skills at the level required for the job. • Plans, organises and manages time well. • Demonstrates compliance and accountability.
Involving and Including	<ul style="list-style-type: none"> • Builds client/stakeholder involvement into all activities. • Is client and customer focused. • Aware of own level of cultural competence and proactively seeks to develop. • Actively promotes equality, diversity and inclusion among colleagues and clients.
Managing and Empowering (for managers only)	<ul style="list-style-type: none"> • Builds a high performing team. • Provides staff with clear direction and support. • Motivates, supports, enables and promotes the wellbeing of their team. • Manages the operational aspects of their function efficiently. • Implements plans, strategies and services effectively. • Actively contributes to service growth.