

## Job Description

### Placement Coordinator

**Salary – £33, 201 (pro-rata) plus a requirement to participate in out of hours on call rota.**

*Duration: Fixed Term initially until October 2027 with extension possible subject to funding.*

Safe and Sound Homes (SASH) is a registered charity providing accommodation for homeless young people aged 16–25 in the homes of its hosts. The charity is celebrating its 30<sup>th</sup> anniversary in 2026 and offers emergency Nightstop and longer-term Supported Lodgings accommodation within the City of York and surrounding areas.

### Job Purpose and Summary

This dual role is to provide crisis and longer-term support to young people aged 16–25 facing homelessness alongside the ongoing support and management of SASH's network of hosts. The post holder is responsible for effectively managing the Nightstop and Supported Lodgings placements of young people in the home of the SASH's hosts. This includes young people who are care leavers and separated children to help them achieve independence and develop aspirations for their futures.

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### Location



Hybrid working contract between the SASH Office in York and Home with regular travel across York, East Riding and Hull.

### **Line Manager**

Placement Manager

### **Line Reports**

None

### **Key Internal Relationships**

Placement Manager, Host and Enhancement Lead, Finance and Business Support Team and Fundraising and Communications Team.

**Hours:** 22.5 hours per week, occasional evening and weekend working required. Also require participation in an 'out of hours' duty rota (home-based) for which additional payment will be received.

### **Key Role Measures**

- Provision of high quality, trauma-informed accommodation (Nightstop and Supported Lodgings) and 1:1 enhancement support to help young people to break the cycle of homelessness whilst ensuring adherence to Ofsted's Supported Accommodation Regulations.
- Ensure all output and outcome data for young people and hosts is inputted into SASH's CRM in a timely manner to enable effective reporting for

compliance, commissioner and funder reports.

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## **Job Duties and Responsibilities**

1. Manage a caseload of young people who are staying in long-term Supported Lodgings placements with SASH's hosts and support them to move on.
2. Understand and adhere to the Ofsted Supported Accommodation Regulations and internal quality standards at all times for both the Nightstop and Supported Lodgings services.
3. Complete needs and risk assessments for new referrals for the Supported Lodgings service to ensure their suitability for the service and match suitable young people with available hosts.
4. Complete all referral and move in paperwork, liaising with the young person and Host to ensure all the checks have been completed prior to move in and recorded on the CRM. .
5. Provide ongoing one to one support (including regular face to face support) to the young person using a coaching style to support self esteem growth and manage change and transition to move on positively from the service.

6. Work with young people to create personalised support plans, supporting them to access tools and develop new skills to achieve their intended goals. This includes supporting young people to access 1:1 enhancement activities which support the development of their independent living skills.
7. Ensure risk assessments and support plans are regularly reviewed in line with organisational requirements.
8. Use a strengths based and restorative approach to manage issues as they arise in order to support the host and young person in the placement, helping the young person achieve a suitable and positive transition to independence.
9. Provide appropriate and evidence-based challenge to young people and hosts, including disciplinary actions where necessary.
10. Manage referrals received for SASH's Nightstop service, completing risk assessments, PNC checks and other associated checks before placing a young person in a host's home environment. Oversee the placement to its conclusion, working closely with the referring partner to ensure appropriate support is provided.
11. Promote both the Nightstop and Supported Lodgings services including through attendance at partner agencies team meetings.

12. Provide timely and up to date records to the Finance Team to ensure regular payments to hosts and manage payment of rent to SASH by the young person, following the Rent Arrears Procedure (including timely issuing of letters as necessary). Maintain accurate financial records including petty cash expenditure.
13. Develop positive relationships with SASH hosts and help them to develop their knowledge of SASH host policies and procedures and to adhere to them at all times.
14. Ensure appropriate and timely Health and Safety checks including property assessment reviews are completed within the host home environment within the required timescale and that all the appropriate paperwork is in place including home insurance, gas safety certificate and car insurance.
15. Meet with hosts and young people (face to face) to complete regular placement reviews in line with organisational requirements.
16. Proactively support young people to access enhancement and co-production activities to ensure that they are at the heart of SASH's future development. This includes arranging 1:1 enhancement activities as linked to a young person's support plan.
17. Maintain an up to date knowledge of child and adult safeguarding and promptly report any safeguarding concerns to the Designated Safeguarding Lead or deputy as a matter of urgency.

18. Maintain accurate and timely case records for all hosts and young people, including the recording of outputs and outcomes and participate in the gathering of feedback from young people and hosts.
19. Represent SASH, its hosts and young people at external meetings and events, promoting a multi-agency approach to working with young people facing homelessness.
20. Work in a manner that demonstrates a commitment to equality of opportunity and is anti-discriminatory and anti-racist.
21. Work collaboratively and in a joined up manner that promotes effective communication and streamlined processes across the different SASH teams so that all are able to direct their focus on achieving positive outcomes for young people facing homelessness.
22. Provide 'On Call' duty cover on a rota basis.

## **Other**

1. Identify training and development needs and actively participate in a new learning opportunities.
2. Demonstrate a commitment to SASH's organisational values and the expected behaviours that underpin these values.
3. Work at all times with due regard to SASH's policies and procedures including UK GDPR, safeguarding and financial management.
4. Support awareness raising and fundraising efforts by contributing to, and participating in events to promote and contribute to the sustainability of SASH's services.
5. To be mobile and work across SASH's geographical delivery areas as required.
6. This post is subject to an enhanced DBS check which will be carried out immediately on offer for a job and again every year via the DBS Update Service.
7. This job description covers the main duties of the post but is not intended to provide an exhaustive list of tasks. The post holder is expected to undertake any other reasonable duties within the scope of the role as specified by their line manager.

## Person Specification

| Person Specification Criteria                                                                                | Essential or Desirable? | Assessed by?                   |
|--------------------------------------------------------------------------------------------------------------|-------------------------|--------------------------------|
| <b>Education/Qualification</b>                                                                               |                         |                                |
| Good standard of general education including Maths and English GCSEs or equivalent                           | <b>E</b>                | Application Form               |
| Evidence of ongoing professional development                                                                 | <b>E</b>                | Application Form               |
| Relevant qualification or significant experience of working with young people                                | <b>D</b>                | Application Form               |
| <b>Experience</b>                                                                                            |                         |                                |
| Experience of working with/managing volunteers                                                               | <b>E</b>                | Application Form/<br>Interview |
| Direct work with young people with complex needs in either voluntary or statutory service provision settings | <b>E</b>                | Application Form/<br>Interview |
| Experience of working in a multi-agency partnership approach                                                 | <b>E</b>                | Application Form/<br>Interview |
| Experience of proactively completing risk assessments and support plans in a timely manner                   | <b>E</b>                | Application Form/<br>Interview |
| Experience of organising health and wellbeing activity for young people                                      | <b>D</b>                | Application Form/<br>Interview |
| Experience of working with young asylum seekers and refugees                                                 | <b>D</b>                | Application Form/<br>Interview |
| <b>Knowledge</b>                                                                                             |                         |                                |
| Excellent understanding of how working with volunteers differs to paid team members                          | <b>E</b>                | Application Form/<br>Interview |
| Excellent knowledge of the current issues facing young people and local service provision                    | <b>E</b>                | Application Form/<br>Interview |
| Excellent knowledge of housing options, welfare benefits and other appropriate support systems               | <b>E</b>                | Application Form/<br>Interview |
| Good understanding and awareness of child protection, adult at risk protection and safeguarding.             | <b>E</b>                | Application Form/<br>Interview |
| Good understanding of confidentiality and appropriate personal/professional boundaries.                      | <b>E</b>                | Application Form/<br>Interview |



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|-----------------------------------------------------------------------------------------------------------------|----------|--------------------------------|
| Excellent knowledge of the Ofsted Supported Accommodation Regulations                                           | <b>E</b> | Application Form/<br>Interview |
| An understanding of psychologically informed environments and how they benefit young people facing homelessness | <b>D</b> | Application Form/<br>Interview |
| <b>Skills and Abilities</b>                                                                                     |          |                                |
| Ability to communicate persuasively and with integrity to win trust and secure commitment from volunteers       | <b>E</b> | Application Form/<br>Interview |
| Ability to enthuse and motivate young people                                                                    | <b>E</b> | Application form/<br>Interview |
| Ability to be emotionally resilient in a complex environment                                                    | <b>E</b> | Application form/<br>Interview |
| Ability to effectively communicate with a range of people both on a 1:1 basis and a group basis.                | <b>E</b> | Application Form/<br>Interview |
| Ability to take initiative, whilst recognising limits to autonomy                                               | <b>E</b> | Application Form/<br>Interview |
| Ability to work as a member of a team and support colleagues                                                    | <b>E</b> | Application Form/<br>Interview |
| Ability to maintain up-to-date and accurate case management records                                             | <b>E</b> | Application Form/<br>Interview |
| Ability to prepare and present reports in a professional, concise and meaningful manner                         | <b>E</b> | Application Form/<br>Interview |
| Able to critically assess own performance and reflect on own practice, making changes where necessary           | <b>E</b> | Application Form/<br>Interview |
| Good level of numeracy, literacy, report writing and IT skills                                                  | <b>E</b> | Application Form/<br>Interview |
| <b>Other</b>                                                                                                    |          |                                |
| Commitment to equal opportunities, anti-discriminatory and anti-racist practice                                 | <b>E</b> | Application Form/<br>Interview |
| Commitment to SASH's organisational values and the behaviours that underpin these values                        | <b>E</b> | Application Form/<br>Interview |
| Willingness to undertake training and a commitment to continuous personal development                           | <b>E</b> | Application Form               |

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|----------------------------------------------------------------------------------------------|----------|--------------------------------|
| Willingness to work flexibly and able to travel to across SASH's geographical delivery areas | <b>E</b> | Application Form               |
| Has a positive disposition and can-do attitude                                               | <b>E</b> | Application Form/<br>Interview |

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|---------------------------|--|
| <b>Employee Signature</b> |  |
| <b>Manager Signature</b>  |  |
| <b>Date</b>               |  |