

Interim Accommodation Support Coach (Fixed-term)



The Support Coach will join the Dockyard team to provide person-centred coaching and practical support for individuals and families living in Interim Accommodation across Truro. Working alongside local voluntary and statutory organisations, the postholder will help people improve their wellbeing, build resilience and move towards sustaining permanent accommodation.

The Dockyard is a pioneering initiative working in low-income communities. We seek to offer practical support, build strong relationships and create opportunities for people to flourish. This role is an exciting opportunity to work alongside those facing homelessness, helping them overcome barriers through compassionate, trauma-informed support whilst strengthening community connections and local partnerships.

Background

The Interim Accommodation Programme is funded by Newquay Foodbank, and seeks to support individuals and families placed in temporary accommodation throughout Cornwall. The programme aims to help people live well whilst in interim accommodation, providing coaching, practical support and effective signposting that addresses the issues contributing to homelessness. By building resilience and strengthening local support networks, the programme seeks to enable people to sustain permanent accommodation in the future.

Main Purpose of the Post

- Provide one-to-one coaching and practical support for residents living in Interim Accommodation.
- Build trusting relationships that improve wellbeing and emotional and financial resilience.
- Coordinate support with statutory and voluntary organisations to ensure residents receive joined-up services.
- Encourage participation in local community opportunities that reduce isolation and promote independence.

Interim Accommodation Support Coach (Fixed-term)



Key Tasks and Responsibilities

Outreach and Casework

The Support Coach will work proactively with residents in Interim Accommodation, offering flexible support through outreach, home visits, telephone contact and community settings.

Specific tasks include:

- Make contact with newly referred residents within agreed timescales.
- Build trusting coaching relationships.
- Assess needs, strengths and existing support networks.
- Develop personalised support plans.
- Encourage residents to engage with local services and activities.
- Support individuals to develop practical skills and resilience.
- Assess eligibility for Crisis Support.
- Coordinate agreed support packages.

Monitoring, Reporting and Professional Practice

The Support Coach will ensure accurate records are maintained and contribute to programme evaluation.

Specific tasks include:

- Maintain confidential case records.
- Collect monitoring information.
- Produce anonymised case studies.
- Attend supervision and training.
- Work in line with safeguarding, GDPR and organisational policies.
- Undertake other duties appropriate to the role.

Person Specification

A. Skills and Experience

- Experience supporting vulnerable adults or people experiencing homelessness.
- Experience providing one-to-one support, coaching or case management.
- Experience working in partnership with statutory and voluntary organisations.
- Understanding of trauma-informed practice.
- Experience of safeguarding vulnerable adults.
- Excellent communication and interpersonal skills.
- Good organisational and IT skills.

Interim Accommodation Support Coach (Fixed-term)



- Ability to work independently and manage a varied caseload.

B. Personal Qualities

- Compassionate, approachable and non-judgemental.
- Able to build trust with people from diverse backgrounds.
- Motivated, resilient and adaptable.
- A strong team player.
- Committed to inclusion, dignity and empowerment.
- Full UK driving licence and access to transport.
- You are happy working for a Christian organisation, being respectful of their values and beliefs.

What support will I get?

- Regular monthly supervision.
- Six-monthly progress reviews.
- Ongoing professional development and training.
- Access to Interim Accommodation Scheme training days.
- Support from an experienced and collaborative Dockyard team.

Main Terms and Conditions

Job Title:	Interim Accommodation Support Coach (fixed-term August-March, but may continue)
Responsible to:	Revd Erica Payne
Reports to:	The Dockyard Leadership Team, part of St. Kea Church
Location:	Your work base will be at The Living Room, 10 River Street, TR1 2SQ. Some work from home and visits to locations within TR1 are expected.
Start Date:	3rd August 2026
Hours of work:	This is a part-time post of 15 hours per week. Hours will be agreed on commencement of post.
Salary:	£10,400 per annum (£26,000 FTE)

Interim Accommodation Support Coach (Fixed-term)



- Pension:** An occupational pension is provided with this position and is currently provided by People's Pension.
- Holidays:** The leave entitlement is 6 weeks pro rata
- Safeguarding:** As this post involves working with those who may be considered vulnerable, a successful safer recruitment process (including a DBS check) will be required and the post holder will be required to undertake safeguarding training.