

Job Title:	Project coordinator (fixed term until 31 st March 2029, with potential to be extended)
Department:	
Work Hours:	37.5
Reporting To:	Project manager
Responsible For:	n/a
Salary:	£35,000
Location	Based at Threshold, 1 John Street, Swindon, SN1 1RT, with travel across Swindon

Role profile

Primary objectives of the role
Based within Threshold's project team, you will manage partnerships with local homeless services and VCSEs to deliver a joined-up suite of effective, person-centred interventions to people with a background of homelessness and a range of needs. These include entrenched drug and/or alcohol issues, mental health issues and a range of offending backgrounds. The project will support people across Swindon who are in supported/emergency/temporary accommodation, at risk of homelessness, 'hidden homeless' or with experience of homelessness. The role will be pivotal in empowering people to overcome barriers to living independently, reducing social exclusion and preventing people from returning to homelessness.
Our mission:
Ending homelessness for people in Swindon by providing a safe place to live, personalised support and a pathway to independence.
Our purpose and values:
We end homelessness in Swindon by providing: • A safe place to live • A personalised support plan to work towards a positive future • A pathway to independence Our values guide interactions and decision-making throughout Threshold • Collaboration - working together to achieve the best outcomes • Integrity - acting with honesty, transparency and accountability • Compassion - listening to people's needs and acting with empathy • Quality - striving for excellence in all we do
Key duties:

- Work with the local authority and homelessness services to identify and refer service users to suitable services within the project
- Cultivate relationships and collaborate with local VCSEs to deliver a joined-up programme of services addressing a range of needs
- Coordinate the schedule of interventions from Threshold and our partners, managing referrals, transport, venues and equipment
- Liaise with partners on data collection, content and service monitoring and evaluation
- Work closely with Threshold's supported housing team to identify service users whose needs and goals correspond with project interventions and administer referrals
- Recruit and manage peers/volunteers
- Lead on service user involvement
- Monitor overall project budget, progress and outcomes
- Contribute to end of year evaluations and funder reports
- Promote project services to groups, communities, service users and organisations across Swindon's homelessness and social exclusion sector
- Produce case studies, PR and communications
- Arrange staff and volunteer training, service user representative and project management meetings, and stakeholder events
- Curate and maintain an accessible resource for service users linking to external local services/opportunities

Person specification:
Experience:

- Two years' experience of administrative, project administration or business support roles
- Experience of working with VCSE or health and social care organisations
- Experience coordinating activities across multiple workstreams
- Experience of partnership and multi-agency working and co-creation
- Experience of data collection, analysis and reporting on outcomes
- Experience of updating and monitoring budgets
- Good track record of ensuring and maintaining quality standards
- Experience operating within health and safety, equal opportunities and data protection policies and legislation, particularly within vulnerable adults' settings
- Experience developing collaborative relationships and rapport with service users, colleagues, partners and stakeholders
- Experience of driving engagement through content production, promotional activities and partnership networks

Skills & knowledge:

- IT skills and particularly Microsoft Office packages
- Excellent organisational, customer service, and written and verbal communication skills
- Sound knowledge of social exclusion and issues affecting vulnerable adult groups
- Strong understanding of the causes and impact of homelessness

Abilities:

- Ability to motivate people with complex needs to engage with meaningful activities
- Ability to engage and collaborate productively with external partners
- Ability to interact and communicate effectively with a wide variety of internal and external stakeholders
- Ability to adapt approach and work to accommodate the requirements of a diverse range of partners and service users
- Ability to use data to evaluate, learn and inform improvements
- Ability to integrate compliance with legislation, policy, guidance, research and best practice compliance into new services and procedures
- Self-sufficient and highly organised with the ability to accomplish goals according to deadlines, and a flexibility and to juggle a variety of tasks
- Ability to act on own initiative and effectively under own direction, as well as productively within a team
- Ability to inspire and motivate stakeholders, colleagues and service users
- Strong sense of responsibility and accountability

Desirable criteria:

- Experience delivering successful projects
- Qualifications relevant to project management / business administration
- Successful track record in developing services in response to changing needs and demands