



Job Role:	Complex Lives Coordinator (Support worker)
Location:	Halifax
Job hours:	35 hours per week
Working pattern:	Days, evenings & weekends
Responsible to:	Complex Lives Service Manager
Salary:	£14.50 per hour

About Happy Days

Happy Days is a community charity supporting people experiencing homelessness, addiction, poverty, and complex needs. We provide safe accommodation, practical help, and emotional support to help people rebuild their lives.

Role Purpose

As a Complex Lives Coordinator, you'll be a key part of our front-line team, delivering high-quality, compassionate support across our key services:

You'll work closely with residents and service members who face multiple disadvantages, including substance use, poor mental health, and social exclusion. Your work will be directed by the Complex Lives Service Coordinator and involve building strong relationships, offering practical and emotional support, and collaborating with a range of external partners to ensure individuals can access the help they need.

Who You'll Support

- **Walk-in service members** at The Complex Lives Walk-In service.
- **Winter Shelter residents** (temporary emergency placements for up to 8 people)
- **Clare Road & Grey Court residents** (permanent residents in self-contained supported accommodation)

Key Responsibilities

Support Delivery

- Build trusting, professional relationships with resident and service members, offering empathy and consistency.
- Provide trauma-informed, person-centred support to individuals with complex needs, including homelessness, addiction, mental ill health, and offending histories.
- Conduct initial assessments to identify the unique needs, goals, and strengths of each resident, paying special attention to their alcohol and substance dependencies with regards to risk management.
- Implement and update personalised support plans that address residents' substance misuse issues, mental health concerns, and social circumstances, in collaboration with our local partner agencies and substance misuse services.
- Deliver one-to-one support sessions, crisis support, and harm reduction interventions. helping those dealing with substance dependency-related changes, build resilience and motivation for change.
- Accompany residents to appointments and act as an advocate when needed.

- Help residents access services such as healthcare, education, recovery programmes, and employment opportunities.
- Offer harm reduction strategies and practical advice to residents, emphasising safety, hygiene, and responsible alcohol and substance use.

Accommodation Support

- Support residents in maintaining clean, safe living environments; conduct regular flat checks and record outcomes.
- Promote safety, wellbeing, and responsible behaviour in shared or temporary living spaces, particularly in the Winter Shelter.
- Monitor and respond to risk, safeguarding concerns, and challenging behaviour appropriately.

Collaboration & Coordination

- Liaise with external partners, including NHS, DWP, Local Authority, P3, Calderdale Recovery Steps, Bevan Healthcare, and others.
- Assist the Service Coordinator in implementing support plans and recording outcomes on internal systems.
- Assign and supervise tasks for volunteers and foster a welcoming and inclusive volunteer culture.

Professional Development & Learning

- Attend regular team meetings, supervision, and reflective practice sessions.
- Keep up to date with best practices in homelessness, trauma-informed care, and substance use.
- Contribute to a culture of continuous improvement and learning.

Additional Duties

- Support organisational activities including grant applications, community engagement, and fundraising events as required.
- Complete administrative duties to a high standard, maintaining accurate case notes and adhering to GDPR and safeguarding requirements.

Qualifications & Skills

Experience & Knowledge

- Experience working with individuals affected by homelessness, substance use, mental health issues, or complex needs.
- Knowledge of trauma-informed approaches, safeguarding practices, and harm reduction.
- Confidence managing crisis situations calmly and professionally.
- Understanding of multi-agency working and local support systems.
- Familiarity with client databases and accurate record-keeping (experience with CDP Soft desirable).

Skills & Abilities

- Strong interpersonal and communication skills.
- Able to remain calm under pressure and build trust with those who may be disengaged or distressed.
- Organised, reliable, and proactive in managing tasks and workload.
- Comfortable using IT systems and maintaining accurate records.
- Ability to work flexibly, including occasional evenings or weekends.
- Full UK driving licence and access to a vehicle insured for work purposes.

Values & Attributes

- Empathetic and non-judgemental.
- Passionate about supporting those experiencing multiple disadvantage.
- Resilient, adaptable, and able to maintain boundaries and professionalism.
- Committed to equity, diversity, and inclusion.
- Takes personal accountability and demonstrates perseverance in complex situations.

Happy Days is committed to safeguarding and promoting the welfare of vulnerable adults. All posts are subject to enhanced DBS check