



Job Role:	Complex Lives Service Coordinator
Location:	Multi site working, based at 1 St James Rd, Halifax, HX1 1YS
Job hours:	35 hours per week
Working pattern:	Days, evenings & weekends
Responsible to:	Complex Lives Service Manager
Salary:	£30,030 - £32,000 per annum

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 the Complex Lives Service Coordinator, you will lead and coordinate a team of Complex Lives Support Workers to ensure high-quality, person-centred support for individuals using our walk-in service, residents of the Winter Shelter, and residents living in our supported accommodation at Clare Road and Grey Court.

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

Service Delivery & Coordination

- Oversee day-to-day operations of the Complex Lives Service, ensuring individuals receive holistic, trauma-informed, and person-centred support.
- Coordinate and manage a small caseload of high-needs clients, providing direct intervention and advocacy where required.
- Ensure comprehensive support addressing financial matters, mental and physical health, substance use and recovery, homelessness, benefits, offending, and safeguarding.
- Develop and maintain effective systems for clinic management, appointments, and office allocation.
- Coordinate transport arrangements for residents with the Volunteer Minibus Driver.
- Provide a flexible, responsive approach during times of crisis.

Staff & Team Leadership

- Coordinate day-to-day tasks, workload, and service delivery of Complex Lives Support Workers.
- Allocate tasks and ensure clear communication across the team.
- Provide regular guidance, support, and supervision to the team.
- Promote a learning culture through reflective practice, training, and team development.

- Ensure staff are equipped to work confidently with trauma, risk, safeguarding, and multi-agency collaboration.

Multi-Agency & Partnership Working

- Liaise with external partners, including NHS, DWP, Local Authority, P3, Calderdale Recovery Steps, Bevan Healthcare, and others to organise and confirm clinic schedules.
- Build and maintain strong operational partnerships to reduce barriers to support and improve outcomes for service users.
- Coordinate and chair multi-agency meetings and attend the weekly Complex Lives MDT.
- Advocate for service members to ensure fair access to services and support.

Monitoring, Evaluation & Quality Assurance

- Ensure accurate recording of support activities, outcomes, and case notes on the client database (CDP Soft).
- Complete weekly and periodic audits on CDP Soft to maintain service quality.
- Monitor risk, safeguarding, and complaints procedures, escalating concerns when necessary.
- Complete grant applications and evaluations in line with funding requirements.
- Work closely with the Complex Lives Service Manager and Winter Shelter Manager to review and enhance service delivery
- Develop reports from CDP Soft to support monitoring of progress and identify actions.
- Continuously identify and implement opportunities to enhance CDP Soft to better support operational needs.

Essential Criteria

Experience & Knowledge

- Proven experience coordinating or supervising support services
- Understanding of safeguarding processes and risk management.
- Familiarity with client databases and accurate record-keeping (experience with CDP Soft desirable).

Desirable Criteria

- Experience working with people living with multi-disadvantage (homelessness, addiction, health inequality, poverty)
- Knowledge of benefits systems, housing options, and multi-agency working.
- Experience working collaboratively with external partners such as NHS, local authority, and voluntary sector services.

Skills & Abilities

- Strong leadership and team coordination skills.
- The ability to work in a pressured environment.
- Ability to manage a demanding and varied workload, prioritise tasks, and adapt to changing priorities.
- Excellent communication skills to liaise effectively with colleagues, external agencies and partners.

- The ability to build trust and rapport with resident, tenants and service members.
- Confident in liaising effectively across agencies and maintaining positive partnerships.
- Organised and methodical with the ability to develop systems for managing appointments, clinics, and data.
- Demonstrates strict adherence to GDPR requirements and confidentiality protocols, especially in a busy work environment
- Proven ability to manage sensitive information with a high level of confidentiality and professionalism.

Personal Attributes

- Empathetic, compassionate, and non-judgemental, using a trauma-informed approach in all interactions.
- Resilient with the ability to remain calm under pressure and during crisis situations.
- Flexible and willing to work evenings and weekends to meet service needs.
- Commitment to equality, diversity, and inclusion.
- A genuine commitment to the mission and values of Happy Days.

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