

KEY ACCOMMODATION PROGRESSION COACH - JOB DESCRIPTION & PERSONAL SPECIFICATION

MAIN PURPOSE OF THE POST

Progression Coaches play a vital part in Key's Ofsted-registered supported accommodation services for young people aged 16–25. The role focuses on building trusting relationships, supporting safety and wellbeing, and helping young people develop the skills, confidence and stability needed for adulthood and independent living.

Work is delivered using a Trauma-Informed and Psychologically Informed Environment (PIE) approach, ensuring the service is relational, compassionate, consistent and grounded in an understanding of young people's experiences.

EMPLOYER

Key Community

ACCOUNTABILITY

The Progression Coach will be accountable to the Accommodations Manager

CONDITIONS:

37 hours per week; across a 5-day working week, with day, evening and weekend shifts (1 weekend in 3) and bank holidays shared fairly across the team on a rota basis. Operational hours are 8am–8pm.

Salary Band 2 £26,121.54 - £30,148.97 depending on experience.

Plus, employer's pension contribution 5%, employees' contribution 5%.

Holiday entitlement: 28 days + 8 days bank holidays

DBS - Disclosure

Key Community aims to promote equality of opportunity for all with the right mix of talent, skills and potential. Key Community welcomes applications from diverse candidates. Criminal records will be taken into account for requirement purposes only when the conviction is relevant.

As Key Community meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, all applicants who are offered employment will be subject to a criminal record check from the DBS before the appointment is confirmed. This will include details of cautions, reprimands or final warnings, as well as convictions.

Relational Support & Daily Practice

Progression Coach Job description 2026

- Build positive, reliable and non-judgemental relationships with young people.
- Provide day-to-day practical and emotional support using a trauma-informed approach, promoting safety, regulation and trust.
- Support young people to develop independent living skills (managing a home, budgeting, routines, community confidence, self-care).
- Deliver consistent presence and attuned responses that contribute to a psychologically informed, supportive living environment.

Assessment, Planning & Review

- Contribute to person-centred support plans and risk assessments tailored to each young person's needs, strengths and goals.
- Work collaboratively with the Team Leader and wider staff team to review progress and adapt plans as young people grow and change.
- Support young people to understand their plans, take ownership and celebrate achievements.

Safety, Wellbeing & Safeguarding

- Promote a safe, stable environment in line with Ofsted Supported Accommodation Regulations.
- Respond calmly and appropriately to distress, dysregulation or challenging behaviour.
- Record and escalate safeguarding concerns immediately in line with Key's procedures.
- Help young people understand and manage their own safety, boundaries and wellbeing.

Housing-Related Support

- Assist young people with move-ins, tenancy responsibilities, housing benefit claims and navigating housing systems.
- Support young people to maintain their accommodation, report repairs, and prepare for planned move-on.

Multi-Agency Partnership

- Work jointly with social workers, education/training providers, health and wellbeing professionals and other partners as part of a **whole-system support network**.
- Advocate for young people and ensure their voices shape decisions that affect them.

Recording & Professional Practice

- Maintain high-quality records on Key's case management system.
- Follow all organisational policies, including safeguarding, data protection, equality and diversity, and health and safety.
- Take part in supervision, reflective practice and training to sustain a trauma-informed culture

PERSONAL SPECIFICATION

Experience & Knowledge

- Experience supporting young people with diverse and complex needs.
- Understanding of youth homelessness, trauma, Adverse Childhood Experiences (ACEs), and challenges facing care-experienced young people.
- Ability to work therapeutically, providing calm, consistent and emotionally attuned support.

Skills & Attributes

- Strong relationship-building skills and the ability to hold appropriate boundaries.
- Confident working in a trauma-informed, psychologically informed environment (PIE).
- Ability to respond calmly to crisis, dysregulation or challenging behaviour.
- Good organisational skills, communication and IT skills.
- Commitment to equality, diversity and inclusive practice.
- Full driving licence and access to a vehicle (desirable depending on location).