



Redcar based Coatham House is a leading well-established charity working with homeless young people and those at risk of homelessness. We are looking for a new Chief Executive Officer (28 hours per week, flexible over 3-5 days) with the drive, values, energy and focus to lead Coatham House over the next decade.

We are looking for a strategic leader with an appetite for our mission alongside excellent people, organisational, finance and communication skills.

The role will lead a core team of 12 staff, delivering accommodation, advice and support in a variety of settings across the borough of Redcar.

How to Apply

Please email your **CV and covering letter** outlining your motivations and how you meet the person specification to admin@coathamhouse.org.

The deadline for applications is **Friday 14 March 2025 at 12:00 noon**.

Interviews will be **scheduled w/c 24 March 2025**.

If you would like a conversation about this role please contact carl@cc87.co.uk.

Coatham House

Chief Executive Officer (Part time up to 28 hours)

Job Description and Person Specification

Job Title:	CEO
Salary:	FTE £44,000
To whom accountable:	Board of Management, Chair of Trustees

About Coatham House

For over 30-year Coatham House has provided accommodation advice and support to those at risk of homelessness and those without a home across the borough of Redcar and Cleveland. It currently delivers direct accommodation to over 20 clients each week along with advice and guidance to increasing numbers of referrals through a range of partnerships with statutory and non-statutory stakeholders. We are a highly respected charity with an excellent staff team providing good quality services to those in housing need.

If you are passionate about creating housing options for those in housing need, this is the opportunity to deliver a meaningful impact by leading the charity into its next phase of development.

The Role

We are seeking a dynamic and innovative CEO to lead our growing charity over the next decade, positioning the organisation to take advantage of the range of housing and training opportunities that will present from work with a variety of partners and supporters in Redcar.

The person must possess a blend of operational excellence and strategic foresight with the ability to inspire and lead Coatham House, ensuring its financial sustainability and future growth. You will be value driven, passionate about the charitable housing sector and committed to working with a range of stakeholders to create an impact on the lives of those in housing need in Redcar and district.

Key Responsibilities

1. Strategic Leadership

- Lead the ongoing development and implementation of a clear and comprehensive plan for the organisation, ensuring teams are aligned and working towards the same objectives.
- Lead the ongoing development and implementation of a robust income diversification and fundraising strategy working towards financial sustainability.
- To promote continuous improvement in service delivery ensuring that the services meet our requirements, statutory and regulatory obligations, internal performance and financial management standards.
- To provide overseeing of all aspects of organisational management and act as a champion for the charitable housing sector at a local, regional and national level.

2. Financial and Operational Oversight

- In conjunction with the financial administrator/treasurer be responsible for establishing overall budgets, financial monitoring, financial risk management and compliance.
- Maintain the organisations risk management strategy to protect CH from operational and financial threats.

- Ensure all services are effectively managed, cost efficient and aligned with our strategic goals.

3. Organisational Development

- Team leadership – inspire, develop and manage the staff teams, fostering a collaborative and positive work environment that aligns with CH values, policies and practices.
- Governance – be responsible for ensuring board governance, maintaining regular communication to build a strong relationship with the entire board. Be responsible for effective communication with the board ensuring strong governance, compliance and accountability across the organisation.
- Continuous improvement – be responsible for maintaining continuous improvement in service delivery to ensure services meet statutory and regulatory obligations.

4. External Relations

- Partnership building – maintain strong effective strategic partnerships with key stakeholders, including statutory and non-statutory organisations, funders and community stakeholders.
- Seek opportunities to expand and promote the role of the organisation and its impact, to influence policy at a local, regional and national level.

5. Training and Personnel

- Personnel – take responsibility to attract and retain key employees building an engaged team across the organisation and to monitor staff performance/staff training and report to the board accordingly.
- To be committed to your own continued professional development.
- Be responsible for compliance with Health and Safety requirements to ensure the organisation meets its obligations with relevant legislation and organisational policy.

6. Any Other Duties

- Any other duties which may be deemed appropriate by the board of trustees.

Coatham House – Person Specifications – CEO

Skills and Abilities	Requirement	Assessment Method
Proven experience in leading and inspiring teams	Essential	Letter, CV, Interview
Ability to contribute at strategic level and board level	Essential	Letter, CV, Interview
Solid understanding of regulatory compliance and risk management	Essential	Letter, CV, Interview
Emotionally intelligent – able to build and sustain positive relationships	Essential	Letter, CV, Interview
Highly motivated with good initiative, able to prioritise and manage workload within the time available, reporting against agreed KPIs	Essential	Letter, CV, Interview
Excellent organisation and planning skills	Essential	Letter, CV, Interview
Confident in use of IT	Essential	Letter, CV, Interview

Experience	Requirement	Assessment Method
Managing with extensive experience of operating a complex and fast-moving environment	Essential	Letter, CV, Interview
Managing contracts and service level agreements between statutory and voluntary sectors	Desirable	Letter, CV, Interview
Proven experience of leading and managing a team (minimum 5 years)	Essential	Letter, CV, Interview
Efficient management of budgets	Essential	Letter, CV, Interview
Developing, implementing and monitoring strategic and operational plans	Essential	Letter, CV, Interview
Working with a range of stakeholders in cross sector partnership, investors, multi-agency work	Desirable	Letter, CV, Interview
Developing and implementing quality assurance and evaluation frameworks in line with service expectations	Desirable	Letter, CV, Interview

Knowledge	Requirement	Assessment Method
Knowledge of good practice in relation to resource and staff management, support and supervision	Essential	Letter, CV, Interview
Understanding of performance monitoring and evaluations system	Desirable	Letter, CV, Interview
Knowledge of health and safety guidelines and good practice	Desirable	Letter, CV, Interview

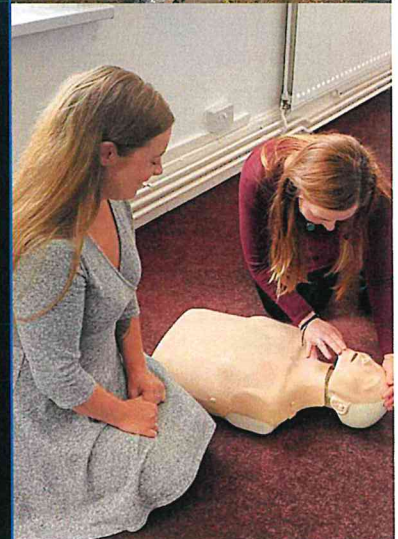
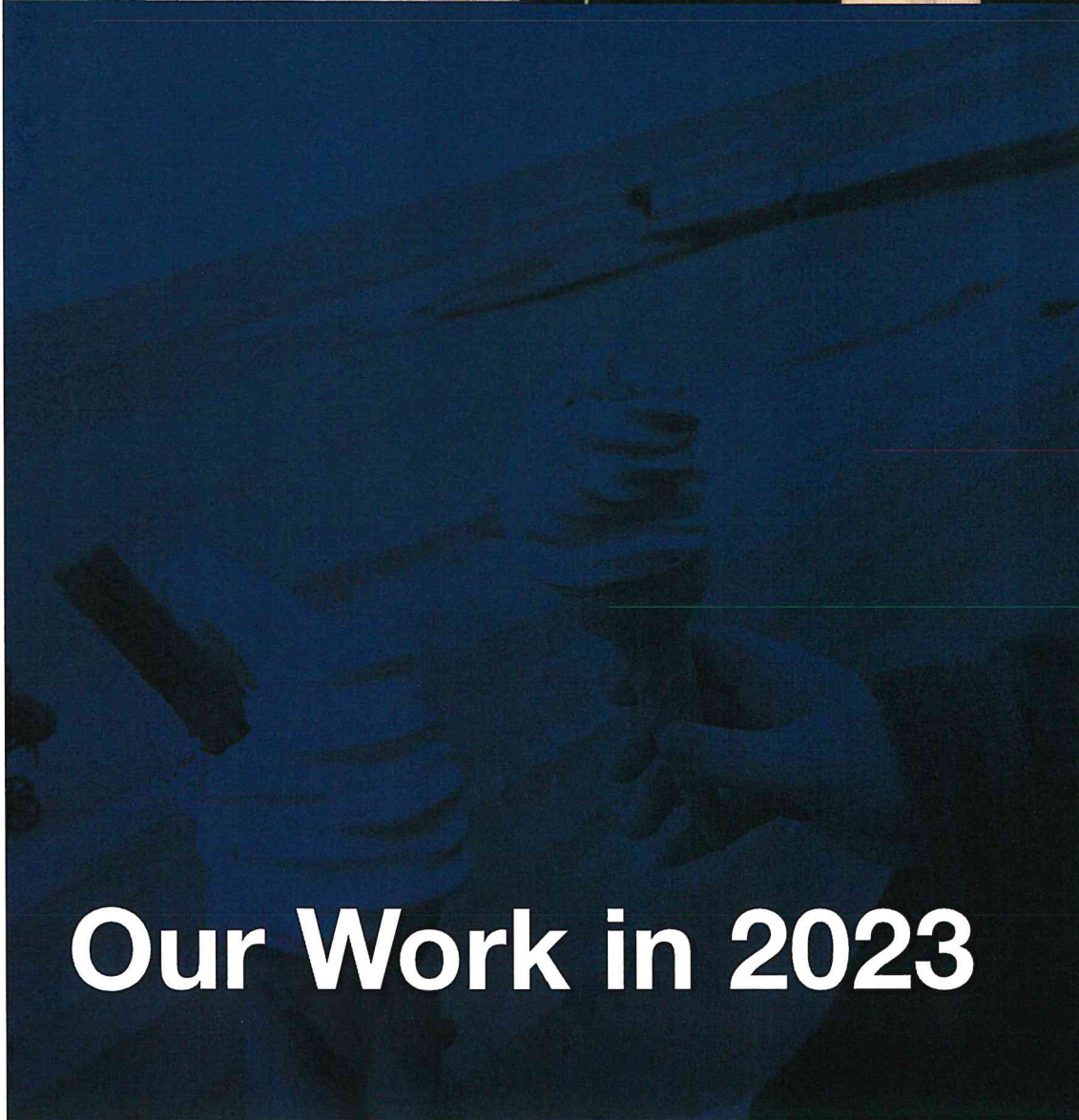
Training and Qualifications	Requirement	Assessment Method
Degree or equivalent	Essential	Letter, CV, Interview

Other	Requirement	Assessment Method
Ability to travel throughout Tees Valley	Essential	Letter, CV, Interview



Coatham HOUSE

Developing Positive Pathways for Young People



Our Work in 2023



Introduction



Carl Ditchburn
Community Campus 87
Management & Consultancy
Services

Welcome to the first Coatham House Impact Report covering the work of Rachel and the team across the Borough of Redcar in 2023. For the past 30 years Coatham House has worked with young people in housing need to offer accommodation and support to drive long term change in their lives. This report showcases the excellent engagement and support work that we have carried out and some individual personal development journeys that our clients have undertaken. We have created many positive outcomes in the most challenging of social and economic environments. The staff team has excelled in meeting the challenges that we are faced with in terms of the complexity of issues that our clients present and the ongoing cost of living crisis that they are enduring. It is testament to Rachel and the staff team, the board of trustees and volunteers that keep the organisation driving forward with its mission of providing housing and support to growing numbers of those who are homeless or at risk of homelessness in the area.



Rachel Woodings
Coatham House
Support & Development Manager

I would like to take this opportunity to thank all the stakeholders, customers & clients who have made this work possible; we engage with a great range of local and regional agencies to attract grants and donations alongside a range of donations of time and expertise from the local community.

The charity is continuing its journey to make itself more robust/ resilient and sustainable in the current climate that we operate, meeting the challenges that we are faced with to deliver our core mission. This includes the start of work on the future progression within the organisation and the start of succession planning.

Carl



Supported Housing

Homelessness has many causes and young people often need support with a range of issues to overcome difficulties in their lives. Our service specialises in supporting young people facing homelessness and who have an identified support need, including those who are no longer able to live at home due to family breakdown, due to drug and/or alcohol addiction, abusive relationships, young people leaving local authority care and /or looked after by the local authority etc.

We offer a range of temporary supported housing including our 'New View' Hostel, 2 shared and single accommodation. All our accommodation offers a safe and secure environment that young people can call home throughout the time they are with us.

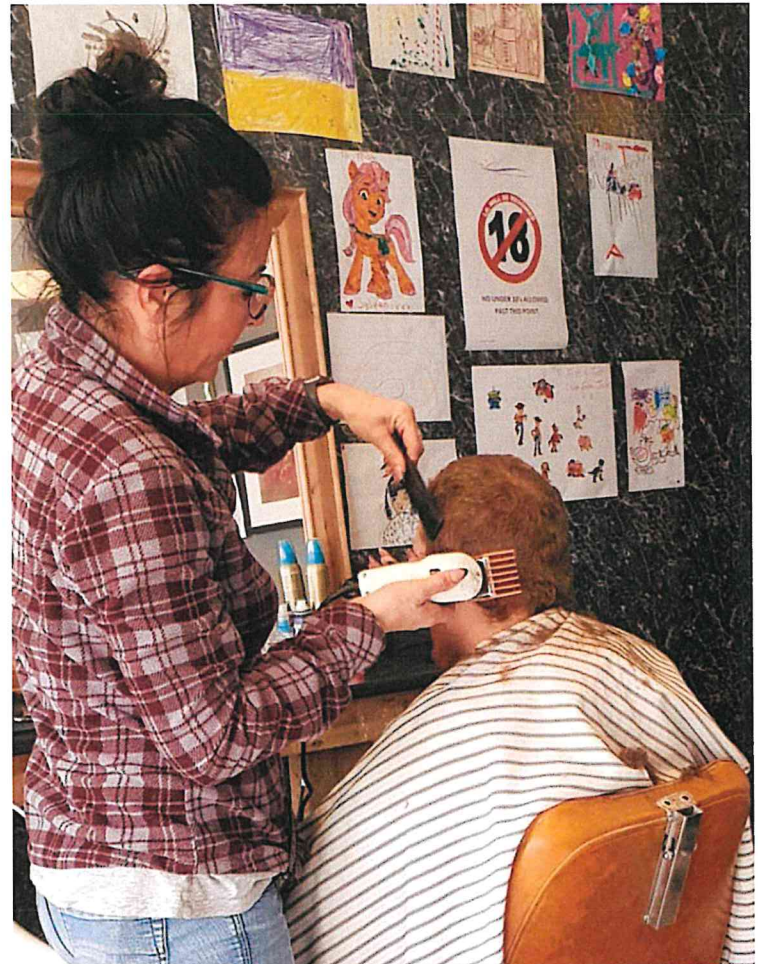
Support staff offer a holistic approach, and all residents have an agreed tailored package of support that focuses on their individual needs. All our residents have a named key worker who is always on hand to provide the support needed to learn the skills necessary to take care of themselves and their home, promoting independence and preparing them to move on and secure their own home in the future.

Floating Support

We also offer floating support services to Redcar and Cleveland rough sleepers, where we work closely to ensure that they can meet the demands of temporary accommodation which has been provided by the Homeless Service at Redcar & Cleveland Council.

In 2023, 61 clients received floating support services.

52 parcels were given out to our floating support clients that consisted of:
Food, clothing, toiletries, sleeping bags, phones, sim cards and start packs for new tenancies.





Outcomes

In 2023, 15 young people moved on from Coatham House, of these, 13 moved into housing options of their choice. We are very proud of these figures considering the current local housing market and lack of suitable move on properties in the local area.

2023 Departures -

Total number of departures:15 (42%)

Planned:

Back to family.....	3
Friends.....	1
Partner.....	1
Other supported housing.....	3
Own tenancy.....	4
Work accommodation.....	1

Unplanned:

Notice.....	2
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35 young people lived at Coatham House during 2023

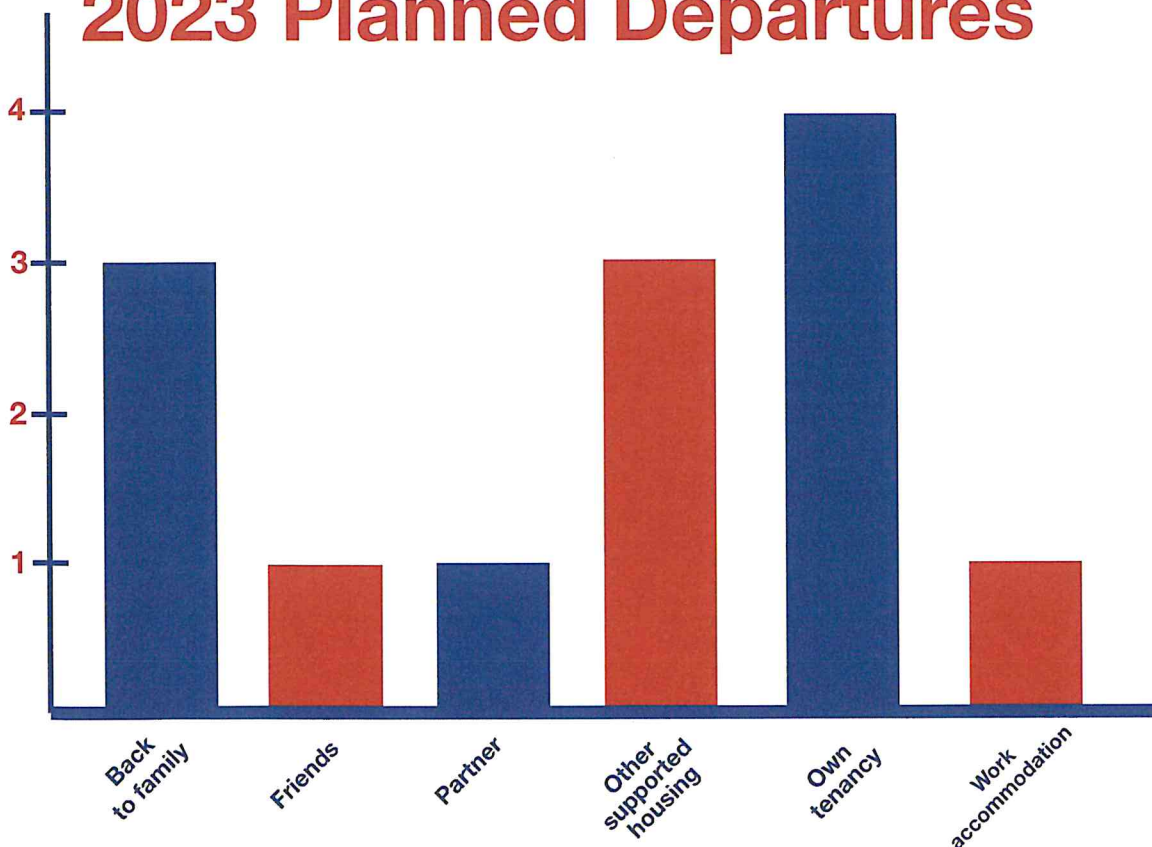
17 males

Age	
16.....	1
17.....	3
18.....	4
19.....	2
20.....	3
21.....	2
23.....	1
24.....	1

18 females

Age	
16.....	3
17.....	2
18.....	5
19.....	3
20.....	3
21.....	2

2023 Planned Departures





Case Study

Peter

Peter came to Coatham House as a young male at the age of 19 because of a chaotic home life. Peter was struggling to manage his medication and suffered with poor mental health and a turbulent relationship with his parents. He struggled with daily living skills as well as managing to have a positive routine in his day-to-day activities. Peter had never had to manage a universal credits account or had to budget money for bills, so this was a challenge for him as these were all new skills that he needed to learn to become more independent.

“ Moving into Coatham House really helped me gain stability with a roof now over my head - I could now work on myself to manage my thoughts and feelings. I have always struggled with changes and not being able to take control due to my lack of confidence and I have managed with support to gain a healthy routine and to regulate my thoughts and feelings. I have also improved my daily living skills and I had hope for my future. I have now left Coatham House and moved into my own flat where I can manage my own bills, I now have the skills to manage my own emotions as well as my medication. I have created good healthy relationships and now have a fiancé and we have booked our wedding and booked our honeymoon to Milan for the cultural experiences. I now work for a bank which has allowed me to have money stability and I have gained promotions at work which has further helped my confidence. ”



Case Study

Amanda

Amanda came to Coatham House in the spring of 2022 following a relationship breakdown with her mum. Due to things being strained at home, Amanda had poor mental health and came to us already receiving counselling. As she was under 18 and had no tenancy experience whatsoever, Amanda was placed in our hostel. Here she thrived, gaining vital life and budgeting skills which meant she quickly progressed into a two share house with less support.

Amanda cooperated well with her support worker, showed brilliant independent living skills and was a good neighbour towards the person she was sharing with. When an opportunity for a single flat came up, Amanda was considered straight away. She's been living there now since Christmas and has been managing her own bills, which is a huge step up in terms of budgeting and independence. It'll also give Amanda the best possible experience of having her own tenancy whilst still receiving support.

We love seeing this sort of progression in Coatham House as it sets a young person up for life.



Maintenance Team

Terry & James are our Maintenance Team and have been with Coatham House for eighteen years and there is nothing that they don't know about our housing stock and health & safety. They play a huge part in ensuring that we are always fully compliant. They are dedicated and passionate when it comes to housing and supporting our young residents, always offering a sensitive approach to customer care and sharing our attitude that there is more than one way to get a job done, whether it be a quick repair or a full renovation.

In 2023...

133 repairs were reported and logged.

13 urgent repairs all carried out on the same day as reported.

89 priority repairs 3.6 days on average for each to be carried out and completed.

31 non-priority repairs 28 days on average for each to be carried out and completed.

These figures do not include 2 property renovations and the supervision of 3 properties that were fully insulated meeting the EPC rating C in preparation of the government-proposed 2028 deadline.

An amazing achievement for our 2-man maintenance team.



Coatham House · 31/08/2023

Meet John, our new volunteer working with Terry & James on Maintenance. John was a Coatham House resident in our supported housing service 17 years ago. He said that he is pleased to have the opportunity to be part of the great work that we do and did for him all those years ago





Moving On

The plans for 2024 include completing the refurbishment of two flats that we currently lease to create three good quality bedspaces. This investment will be mirrored by increasing levels of investment in our existing stock, maintaining decent homes standards and helping start to address the levels of fuel poverty that tenants are experiencing. Our focus will be on our core mission and values of providing a roof over clients heads alongside a support system delivered by a passionate team to help clients we house start to tackle the issues that have led them to homelessness.

We will continue to build on the working relationship with Redcar and Cleveland Borough Council through the delivery of the Floating Support Project and working with the council to represent the views and voice of our core clients at strategic meetings.

We will continue to offer the only hostel in the town for young people as well as seeking resources to look at expanding our asset base. This includes the purchase of an office and flats in central Redcar with a funding package from the Keyfund and the charity are keen to look at other developmental opportunities that arise if they meet the core mission.

The charity is committed to build leadership within the organisation by increasing its training budget and identifying the future leaders in the current staff team and building a succession strategy from the board down-over as part of identifying and meeting the challenges of moving the charity forward over the next decade.

The charity will continue to invest in the current staff team that worked through Covid and then into a challenging cost of living crisis but still driving the organisation on in terms of the outcomes we are achieving and the overall performance of the charity. The staff team has shown a magnificent response to the challenges we face as an organisation, managing to deliver quality services to people with increasingly complex needs as borne out with the case studies enclosed.



Coatham House Projects

31 Jan · 🌐

We had our Coatham House Staff & Trustee away day yesterday at The Spa Hotel Saltburn. Our theme was Moving into the Future. We all had a very productive day looking at our achievements in 2023 and planning ahead for 2024.





Developing Positive Pathways for Young People

Address:
5a High Street
Redcar
TS10 3BY

Tel: 01642 486844
Email: admin@coathamhouse.org

Facebook: Coatham House Projects
website: coathamhouse.org
X: CoathamHousePro
Instagram: [coathamhouse](https://www.instagram.com/coathamhouse)
LinkedIn: [Coatham House](https://www.linkedin.com/company/coatham-house)

Thank you to all of our funding partners in 2023 - we can not do this alone and we are grateful for the support of -

Ballinger Trust
B&Q Foundation
Percy Bilton Charitable Trust
Darlington Building Society
Help the Homeless Foundation
Woodsmith Foundation
Redcar and Cleveland Council
Albert Hunt Trust
Normanby Charitable Trust
Unity Trust
Funding for training from Lloyds 'Power to change, leading the way'

