

Job Description

Job Title:	Housing Support Worker
Salary:	£8.50 per hour rising to £9.00 per hour after successful probation period
Hours of work:	37.5 hours per week Hours will be between 7.30am and 9pm Flexible working is required to cover shifts when necessary, including weekdays, evening and weekends The role includes bank holiday working.
Reporting to:	Senior Housing Support Worker and Housing Services Manager
Responsible for:	No line management responsibility

Location: The primary place of work is North Shields.

Work may also be required within other locations to fulfil the requirements of the post.

Organisational Context:

YMCA North Tyneside is a large Voluntary Sector Organisation undertaking community programme work in areas of North Tyneside. The post holder will be based in YMCA North Tyneside's building on Church Way, North Shields and is part of the Housing team.

Over time YMCA North Tyneside has become recognised as a well established services delivery Voluntary Organisation in the area as well as playing an active role both sub-regionally and regionally.

The 3 core areas of the YMCA's business:-

- The Fitness Centre: which comprises a large fully equipped fitness area with cardiovascular and strength training equipment, changing facilities and a reception area.
- Supported Accommodation: which comprises 20 accommodation units which are let to young people.
- Youth Work: a variety of youth programmes that includes YMCA Music, Alternative Education, Children's Art and Heritage.



Job Purpose:

To work with young people in a housing support role, with a particular focus being on independent living skills. The development of the life skills will enable positive change that helps the young people in their future housing needs.

Job Purpose:

- To work under the direction of the Senior Housing Support Worker to ensure the smooth day to day running of the accommodation
 - To work with young people in a housing support role, focusing on teaching independent living skills to young people
 - To ensure Safeguarding is carried out effectively and efficiently, as per Safeguarding Policy and Procedure
 - To communicate effectively and professionally with young people
 - To build and sustain strong, supportive relationships with young people
 - To enforce House Rules
 - To prepare for voids in the accommodation
 - To empower young people to move to independent living by learning and developing good independent living skills and achieving set goals
 - To motivate and encourage young people to engage and succeed in the Training and Education programmes available to them
 - To work with resistance, understand young people's personal obstacles and support young them to overcome barriers and achieve goals
 - To communicate effectively and professionally with management and external agencies such as Newcastle City Council Children Services, Adult Services, Housing, Youth Offending Team, Community Rehabilitation Company, Probation Services, Mental Health Services, Substance Use Services, Job Centre, CAB and other Statutory, Community and Voluntary agencies
 - Following and abiding by all policies and procedures (including Health and Safety, Fire Safety, Lone Working, Recording, Reporting of repairs, Professional Boundaries)
 - To hold keywork sessions with young people, identifying their support needs and developing support plans
 - To support young people to set realistic and SMART target goals within support planning
 - To ensure support plans are followed and actions are recorded and updated in keywork sessions
 - To assess referrals and follow the referral process for offer of housing
 - Developing robust risk assessments for young people
 - To focus on achieving meaningful use of time through gaining employment or training or accessing education
 - To work with young people in addressing issues such as, substance misuse, debt issues, offending behaviour, anti-social behaviour
 - To work to maximize the income of the young people
 - To monitor and manage any rent or service charge collection
 - To develop effective links with appropriate organisations and agencies (both voluntary and statutory) who would help support the young person on their journey to employment, education or training
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- To develop effective links with the young person's family or significant other people to enable family outreach and liaison work
- To work with other housing providers and agencies to establish a realistic move on and resettlement plan for young person

Duties and responsibilities:

Programme

- To ensure that the needs of the young people are prioritised within programme development and delivery. The role will involve encouraging resident participation across all levels of the support service.
- To ensure the safety and security of the building is upheld at all times
- To access appropriate services and enable planned transfer of the client to other support agencies when appropriate.
- To take responsibility for implementing health and safety policy within the premises used by YMCA North Tyneside and report any concerns to the Housing Services Manager

Develop Positive Working Relationships

- To assist in the promotion of a positive image of the YMCA as a Christian organisation, committed to a holistic development of clients
- To develop professional, empowering and supportive relationships with clients
- To keep relevant agencies informed about important changes in the young person's situation
- To liaise with YMCA North Tyneside colleagues and other voluntary and statutory agencies that can contribute to the successful resettlement of young people

Monitoring

- To develop case studies for use in positively promoting the housing service.
- To collaboratively create a newsletter to promote the housing service outcomes and achievements
- To contribute to data collection for statistical returns & funding requirements. In addition, produce reports on work as required by your line manager
- To ensure that time is made available for planning, monitoring and reflection on the effectiveness of activities and to complete records of the work with each client
- To create, monitor and update service assessments and action plans for the client

Resources

- To ensure that any delegated financial budget and other non-financial resources are managed effectively



- To assist in local fundraising activities where appropriate
- To assist your line manager in identifying and securing the use of other non-financial resources in order to further the effectiveness of the project

Personal

- To be an ambassador for the YMCA North Tyneside, help to promote it's ethos and raise a positive awareness of the work being undertaken
- To attend work with other YMCAs as necessary (deemed by your line manager) and attend any other meetings with the aim to help increase the capacity of key local YMCAs working with clients caught in the criminal justice system
- To promote equal opportunities and diversity

Other Duties

- To carry out any other duties, commensurate with your existing level of responsibility, as may be appropriate in agreement with your line manger. This may include duties in other establishments within reasonable travelling distance of your place of work, subject to discussion and agreement

Scale and Impact

- To take a lead role in a pioneering YMCA North Tyneside project that requires innovation and development work with local stakeholders while also achieving appropriate targets
- To play a major part in promoting the YMCA North Tyneside image and achieving the appropriate strategic aims for the YMCA North Tyneside

Discretion to Act

- To perform your role within the YMCA North Tyneside strategic plan, policy framework and budget
- To share with your line manager ideas and agree procedures on major concerns and significant actions

Environment

- The position will require lone-working

Relationships

- The post holder will be required to initiate and maintain professional relationships with members of staff and external stakeholders.



Person Specification

Essential

Abilities and Skills

- Knowledge and working experience of building positive relationships with young people
- A detailed understanding of professional boundaries and to demonstrate this understanding in practise, daily
- Confidence and ability to challenge behaviours and attitudes in a constructive and positive manner with young people who have a range of support needs
- Ability to motivate and encourage young people to carry out independent living skill tasks such as tidying, cooking and cleaning
- Ability to work enthusiastically while facing some resistance from young people when encouraging independent living skill tasks
- Knowledge and working experience of developing and maintaining partnership relations
- An ability to plan, meet objectives and deadlines, make informed decisions and problem solve within a changing environment
- Ability to lone work and make dynamic risk assessments when required, concerning the building and young people
- Knowledge and working experience of effectively following Safeguarding Policies and Procedures
- Experience in the area of resettlement, e.g. supporting the client to secure accommodation, training, debt support
- Knowledge of the Welfare Benefits System
- Work with clients with a range of support needs including, mental health and drug and alcohol issues
- Ability to work alone and disciplined to work to deadlines
- Excellent written and verbal skills communication skills and good administrative and project management skills
- Computer literate

Personal

- Commitment to working with young people to enable them to participate fully in the community
 - Enthusiastic and positive attitude
 - Keen to attend training and seek out appropriate and relevant training opportunities for your own professional development
 - Resilient, highly motivated, pioneering and disciplined
 - Flexible approach to hours of work
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- Dynamic with an ability and willingness to appropriately develop the project to respond to changing needs
- Ability to be flexible and to adapt in order to meet the changing demands of a developing service
- Ability to work collaboratively and as part of a team
- Commitment to equal opportunities
- Sympathy with the aims and purposes of YMCA North Tyneside

Desirable

- Ability to drive and undertake travel in the North Tyneside area
- Experience of developing projects
- Understanding the needs of the BME communities
- Relevant homelessness and housing legislation
- Experience of creating support plans and risk assessments

Terms and Conditions:

Hourly Rate:

£8.50 per hour, rising to £9 after a successful probationary period

Hours of work:

TBC

Paid Leave entitlement:

As per Terms and Conditions of Employment.

Sick pay provision:

As per Terms and Conditions of Employment.

Pension entitlement:

You are eligible to contribute into the Stakeholder Pension Scheme.

Period of notice offered and required:

As per Terms and Conditions of Employment.

Conditions of appointment:

Subject to satisfactory completion of induction training, references, and criminal background check through the Disclosure & Barring Service.

A requirement to training / events / courses deemed relevant and appropriate when post requires.

In service training:



Time off for own in-service training in negotiation with Line Manager.

Miscellaneous:

Outside paid employment must not take place within, overlap, or interfere with YMCA contracted hours.

This job description sets out the task requirements required of this post. Along with the Staff Handbook and the Terms of Appointment it forms the terms and conditions of employment within the Association.

It is recognised that the Association is involved in a dynamic environment and as such, job descriptions will be required to be periodically reviewed and amended, reflecting the changing nature of the job. Such reviews will be carried out in conjunction with the staff concerned and one month's notice given of any change in the job description.

