

## Job Description

<b>Job Title:</b>	Housing Support Worker
<b>Contract Type:</b>	Permanent - Part Time
<b>Hourly rate of pay:</b>	£9.41 per hour
<b>Hours of work per week:</b>	<p>Support Worker 1 Post: 25.5 hours per week  Support Worker 2 Post: 25.5 hours per week  Support Worker 3 Post: 18 hours per week</p> <p>As a 24/7 service, posts may include daytime, evenings, weekends and bank holiday working hours.</p>
<b>Working Pattern:</b>	<p>There is a specific working pattern per post.</p> <p>A 2 week example rota is available to note hourly requirements for each role.</p> <p><b><i>Please note: Flexibility is required as shift patterns may change and staff are required to cover shifts as and when needed.</i></b></p>
<b>Responsible to:</b>	Head of Housing and Safeguarding
<b>Location:</b>	<p>YMCA North Tyneside - Primarily North Shields</p> <p><i>Work may be required in other locations from time to time to fulfil the requirements of the post.</i></p>

## Job Purpose

To work with young people aged 16-25 with multiple and complex needs, in a housing support role

To support and encourage young people's development of Independent Living Skills

To support and encourage young people's and engagement in Training, Education and Employment opportunities

To support young people to plan for their future and monitor their progress and development via effective keywork sessions and support planning

The ultimate goal being to support young people to achieve a sustainable move on to independent living.

## **Duties & Responsibilities**

- To work under the direction of the Head of Housing and Safeguarding and/or Senior Housing Support Worker to ensure the smooth day to day running of the accommodation
- To work with young people, supporting their development of independent living skills such as budgeting, cooking and preparing healthy food, cleaning and tidying, living safely and hygienically, effective, respectful communication with others and being a good neighbour.
- To support young people to maximise their income, pay priority bills, budget effectively and avoid debt
- To work with young people in addressing issues such as, substance misuse, debt, offending behaviour, anti-social behaviour
- To monitor and manage any rent or service charge collection
- To support and encourage young people to seek and engage in appropriate Education, Training or Employment opportunities (ETE)
- To hold regular keywork sessions with young people, identifying their support needs and developing, setting, reviewing and reporting on realistic and SMART target goals within Support Plans and YMCA Strengths Models
- To create robust individual risk assessments for young people
- To work with other housing providers and agencies to establish a realistic move on and resettlement plan for young person
- To abide by all organisation policies and procedures and ensure Safeguarding is carried out effectively and efficiently, as per Safeguarding Policy and Procedure
- To communicate effectively and professionally and build and sustain strong, supportive, professional relationships with young people
- To enforce House Rules
- To be open and friendly and welcoming to young people and work in a non-judgemental, anti-oppressive manner
- To be comfortable and confident managing rule breaks and consequences (such as managing warnings and evictions) whilst remaining supportive, empowering and understanding of the difficulties young people can face
- To be an advocate and a champion for young people.
- To understand young people's personal obstacles and support them to overcome barriers and achieve goals
- To work effectively as part of a team, ensuring all outstanding tasks are completed, such as void management, referral interviews and information gathering, facilitating move ins and move outs
- To be a confident user of IT and able to effectively communicate via emails, access and share information via an online system and record and report in Inform
- To follow guidance from management in ensuring necessary support work is carried out in line with compliance to commissioned contracts.
- To communicate effectively and professionally with management and external agencies and stakeholders such as Local Authorities, Children's

Services, Adult Services, Housing Teams, Youth Offending Team, Community Rehabilitation Company, Probation Services, Mental Health Services, Substance Use Services, Job Centre, CAB and other Statutory, Community and Voluntary agencies

- To assess referrals and follow the referral process for offer of housing
- 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
- To develop effective links with the young person's family or significant other people to enable family outreach and liaison work

### **General**

- The post holder will be expected to respect and uphold the aims, vision and values of YMCA North Tyneside

It is in the nature of the work at YMCA North Tyneside that tasks and responsibilities are in many circumstances unpredictable and varied, therefore, this job description is not an exhaustive list of duties and responsibilities but is intended to reflect a range of duties the post-holder will perform in line with their remuneration. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder.

This post requires proof of right to work in the UK, satisfactory references and a satisfactory enhanced DBS Disclosure.

## Person Specification

No.	Essential	Desirable	Assessed by
Education/Qualifications			
Relevant qualification in Social Care or Working with Children and Young People	x		Application
Consistent background of relevant training and continued professional development	x		Application
Experience			
Knowledge and working experience of building positive, supportive relationships with young people with complex needs	x		Interview
Experience of working within a supported accommodation setting with young people aged 16-25		x	Application /Interview
Experience and detailed understanding of the impact complex needs such as learning disabilities, mental health issues, autistic spectrum disorders can have on a young person's self esteem and behaviour	x		Application /Interview
Experience of working positively and in a supportive manner with resistance, negativity, low mood and challenging behaviours	x		application /Interview
Experience of supporting people to navigate the benefits system including Universal Credit and Housing Benefit		x	Application /Interview
Knowledge and experience of homelessness and the impact of homelessness on young people		x	Application /Interview
Skills & Abilities			
Ability to motivate and encourage young people to carry out independent living skill tasks such as tidying, cooking and cleaning	x		Application /Interview
A detailed understanding of safeguarding and professional boundaries and to demonstrate this understanding in practise	x		Application /Interview

Ability to remain calm, resilient and professional in times of conflict. Ability to see the behaviour within context (and not take personally or escalate to further conflict)	x		Application /Interview
To not take a punitive approach unless necessary. To work with positivity and be creative to obtain desired behavioural outcomes	x		Interview
Experience of completing effective support plans and risk assessments with young people		x	Application /Interview
An ability to plan, meet objectives and deadlines, make informed decisions and problem solve within a fast and changing environment	x		Application /Interview
Ability to lone work and make dynamic risk assessments when required, concerning the building and young people	x		Application /Interview
Computer literate and confident in the use of IT	x		Application
<b>Personal Skills &amp; Abilities</b>			
Ability to work with humour, positivity, compassion and understanding to encourage young people to explore and believe in their potential	x		Interview
Confidence and ability to sensitively challenge behaviours and attitudes in a constructive and positive manner	x		Interview
Awareness and/or understanding of the pressure of working in a 24/7 supported housing project and the challenges presented, such as dealing with resistant behaviours, verbal aggression and where unavoidable, evicting young people	x		Application /Interview
Commitment to training and personal and professional development opportunities	x		Application /Interview
Ability and desire to work harmoniously and flexibly as part of a team	x		Application /Interview
Commitment to and enthusiasm for equal opportunities and celebration of diversity	x		Application /Interview