

Support Worker	
Salary (FTE)/Hourly rate of pay:	£13.45 per hour
Contract Type:	Full time permanent
Hours of work:	37.5 with possibility of joining 100-80-100 after 6 months successful probation. Must be willing to work rota that includes some weekends, some bank holidays and shift patterns falling between the hours of 8am to 9pm.
Responsible to:	Assistant service manager
Responsible for:	None
Location:	YMCA North Tyneside, Toward Road, Sunderland, Tyne and Wear, SR1 2QF.

Organisational Context:

YMCA North Tyneside is a voluntary sector organisation providing supported accommodation and tenancy-related support services across the North East. We are part of the worldwide YMCA movement, founded in London in 1844 and now operating in over 119 countries, reaching more than 64 million people annually.

At YMCA North Tyneside, we believe in the potential of every person, inspire positive change, serve our communities with compassion, and support individuals to thrive.

Job Purpose:

To work as part of a team to provide high-quality housing and support services to vulnerable young people and adults, enabling them to develop the skills, confidence and resilience needed to live independently and achieve positive outcomes.

The postholder will work in a trauma-informed and strengths-based manner, promoting safety, wellbeing, independence and meaningful participation while ensuring residents are treated with dignity, respect and compassion.



Main Duties & Responsibilities:

Support and Key Work

- Deliver high-quality support tailored to the individual needs, strengths and aspirations of residents.
- Develop positive and professional relationships with residents based on trust, respect and consistency.
- Empower residents to take control of their lives and make informed choices.
- Assist residents to develop practical independent living skills including budgeting, cooking, cleaning, personal care and maintaining accommodation.
- Support residents to access health services, education, employment, training and volunteering opportunities.
- Encourage participation in social, recreational and community activities.
- Promote physical and emotional wellbeing and healthy lifestyles.
- Support residents to sustain accommodation and successfully move on to independent living.

Safeguarding and Risk Management

- Promote the safety and welfare of residents at all times.
- Identify and respond appropriately to safeguarding concerns.
- Recognise signs of exploitation, abuse, neglect, self-harm, domestic abuse, radicalisation and online risks.
- Follow safeguarding procedures and report concerns promptly.
- Participate in strategy meetings and multi-agency safeguarding processes when required.
- Contribute to the completion and review of support plans, risk assessments and safety plans.
- Promote positive risk-taking and support residents to make safer choices.
- Follow procedures relating to missing episodes and contextual safeguarding.

Trauma-Informed Practice

- Work in a trauma-informed and psychologically informed manner.
- Recognise the impact of adverse childhood experiences and trauma.
- Promote resilience, recovery and strengths-based approaches.
- Maintain professional boundaries while providing compassionate support.
- Use de-escalation techniques and positive relationship-based approaches to manage challenging situations.

Housing Management

- Support residents to understand their rights and responsibilities.
- Assist residents to maintain their tenancy or licence agreement.
- Encourage positive neighbour and community relationships.
- Report repairs and maintenance issues promptly.
- Support rent collection procedures and assist residents to prevent arrears.
- Assist with admissions, occupancy and move-on processes where required.



Recording and Information Management

- Maintain accurate, timely and professional records.
- Work with support coordinators to develop individual support plans, risk assessments, key work sessions and incident reports in accordance with organisational standards.
- Ensure confidentiality and comply with GDPR requirements.
- Record and communicate significant events and changes in residents' circumstances.
- Work with support coordinators to prepare reports and statistics as required.

Resident Participation and Equality

- Promote equality, diversity, inclusion and anti-discriminatory practice.
- Challenge discriminatory language and behaviour.
- Respect residents' culture, identity, religion, sexuality and beliefs.
- Ensure residents understand their rights, responsibilities and how to access advocacy and complaints procedures.
- Encourage residents to participate in meetings, surveys and service development activities.
- Ensure residents' views are listened to and acted upon.

Multi-Agency Working, and working collaboratively with:

- Social Workers.
- Leaving Care Teams.
- Health professionals.
- Mental Health Services.
- Drug and Alcohol Services.
- Education and Training Providers.
- Youth Justice Services.
- Police and Safeguarding Agencies.
- Housing Providers and Community Organisations.
- (this list is not exhaustive list)

Professional Responsibilities

- Work within YMCA North Tyneside policies and procedures.
- Maintain clear professional boundaries and adhere to the Code of Conduct.
- Participate in supervision, appraisal and reflective practice.
- Undertake mandatory and developmental training.
- Promote a positive image of YMCA North Tyneside.
- Participate in team meetings and contribute to service development.
- Raise concerns regarding unsafe practice in accordance with whistleblowing procedures.
- Undertake any other duties reasonably required by the Service Manager.



Health and Safety

- Maintaining safe working practices.
- Adhering to health and safety policies and procedures.
- Reporting hazards, accidents and incidents.
- Promoting fire safety and emergency procedures.
- Contributing to the maintenance of safe environments for residents, visitors and colleagues.

General:

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 is subject to:

- Proof of right to work in the UK.
- Satisfactory references.
- Enhanced DBS clearance paid for by the organisation.

Safer Recruitment & Safeguarding

We are committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults. We expect all staff to share this commitment.

We strive to create a safe and supportive environment where everyone feels protected from harm. We have robust procedures in place to prevent and address any concerns about abuse or neglect. All staff and volunteers have a responsibility to report any concerns about the safety or welfare of children, young people, or vulnerable adults. We have clear reporting procedures and we will take all concerns seriously.

Equal Opportunities

YMCA North Tyneside is committed to eliminating discrimination and encouraging diversity amongst the workforce. We aim to be an equal opportunities employer and we are determined to ensure no applicant or employee receives less favourable treatment on the grounds of gender, age, disability, religion, belief, sexual orientation, marital status or race, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable. Flexible work is supported, and applications from people with disabilities are encouraged. We strive to create local employment opportunities for all



• Understanding of equality, diversity and anti-discriminatory practice. • Experience of using electronic case management systems. •	X	X	CV/Application form and interview
			CV/Application form and interview
Personal Skills & Abilities			
• Understanding of the challenges faced by people experiencing homelessness and social exclusion. • Ability to build positive professional relationships. • Excellent communication and interpersonal skills. • Ability to motivate and encourage residents. • Ability to remain calm under pressure. • Ability to maintain accurate records. • Ability to work effectively with partner agencies. • Ability to manage challenging situations appropriately. • Good IT skills. •	x	X X X X X X X	CV/Application form and interview CV/Application form and interview CV/Application form and interview CV/Application form and interview CV/Application form and interview CV/Application form and interview CV/Application form and interview
• Commitment to safeguarding and promoting welfare. • Shows understanding, kindness and acceptance when working with individuals from diverse backgrounds and experiences. • Possesses emotional resilience and the ability to adapt to changing circumstances while maintaining a professional and person-centred approach. • Ability to work flexibly. • Commitment to continuous professional development. • Commitment to equality, diversity and inclusion. • Ability to maintain confidentiality and professional boundaries.	X X X X X X X		CV/Application and Interview CV/Application and Interview CV/Application and Interview CV/Application and Interview CV/Application and Interview CV/Application and Interview CV/Application and Interview



- Reliable and professional attitude. Other Requirements - Willingness to work a rota including evenings, weekends and bank holidays. - Willingness to undertake mandatory training. - Ability to travel between services where required. - Full UK driving licence and access to a vehicle.	X X	 X X	CV/application form and Interview CV/Application form
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