YMCA NORTH TYNESIDE

# Housing Support Co-ordinator

## Job Description

| |
|---|
| **Job Title:** Housing Support Co-ordinator |
| **Contract Type:** Full time, permanent |
| **Salary (FTE)/Hourly rate of pay:** £14.45 per hour (& Benefits) |
| **Responsible to:** Supported Manager |

**Organisational Context:**

YMCA North Tyneside is a Voluntary Sector Organisation undertaking youth and community programme work in areas of North Tyneside, South Tyneside, and Teesdale. We are part of the worldwide YMCA movement, which started in London in 1844 has grown to become the world's largest and oldest youth movement. Now, more than 175 years later, YMCA is operating in 119 countries, with 64 million people reached annually around the world. Guided by our Christian values, we believe everyone has potential, and we serve our communities so that all can hope, belong, contribute and thrive.

**Job Purpose:**

The post holder will be responsible for developing client/family children and young people (as appropriate) led support using person-centred approaches. To undertake assessments and to produce and review support and safety plans for individuals to ensure a high quality standard of support that promotes independent living. To ensure a high standard of service delivery is achieved by championing YMCA's values, policies and procedures including safeguarding clients / families or children and young people (as appropriate) and other people at risk of abuse.

**Main Duties & Responsibilities:**

- To coordinate the development of Support Workers and apprentice support workers ● To coordinate and provide support to volunteers, mentors and hosts, including befriending and peer support volunteers
- To provide induction support and guidance to new colleagues and volunteers. ● To undertake agreed screening processes, and make eligibility, referral, allocation and assessment decisions based on risk and client / family or children and young person need as appropriate
- To provide direct support to higher risk clients requiring more intensive support in specialist services

- To coordinate and take lead responsibility for engagement with formal panels and processes such as MARAC, Safeguarding, team around the child/family, MAPPA, and any multi agency meetings.
- To perform to YMCA standards and policies on housing management e.g. identifying and upholding residents tenancy rights and maintaining good relationships within the neighbourhood.
- Undertake work in other office/service locations within an agreed area of your normal office location
- To act as the lead case worker for a specified number of residents.
- To develop, implement and review support and safety plans, facilitating residents (as appropriate) to lead the process.
- Where appropriate, work with residents to advocate on their behalf with representatives from other agencies in order to co-ordinate an integrated support/care package.
- To ensure action is taken as appropriate to comply with specific contractual requirements of the service in delivery of support to residents.
- To sign-post residents to relevant agencies and provide support around issues such as independent living, tenancy management, welfare benefits, budgeting, life skills, employment, education, training and resettlement (where applicable).
- To make decisions in relation to referral acceptances and admittances in line with local service procedures.
- To keep up to date with knowledge and own ability to work within the statutory framework relevant to our residents .
- To implement and adhere to YMCA's policies and procedures:
- To maintain clear and accurate records of work in line with YMCA's policies and procedures, Statutory Framework and legislation.
- To implement and adhere to policy and practice in relation to health and safety • To take responsibility for your own health and safety within the workplace, and that of colleagues, residents and the general public as appropriate.
- To manage risk in accordance with YMCA's policies and procedures.
- To use relevant IT systems to record and input financial information and other relevant data.

**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 role will involve liaison with senior management, CEO and the board of trustees to review and assure exceptional delivery of the strategic plan and the organisational mission and vision.

This post requires proof of right to work in the UK, satisfactory references and a satisfactory enhanced DBS Disclosure (the cost of which will be met by the employer).

**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.

| Person Specification | |
|---|---|
| No. Essential Desirable | Assessed by |

| | | |
|---|---|---|
| Education/Qualifications | | |
| NVQ In Health & Social or relevant qualification | x | |
| Evidence of learning and professional development | x | |
| Experience | | |
| Significant experience of working in a support or care environment | x | |
| Experience of assessing and monitoring residents' | x | |
| Experience of person-centred support and safety planning | x | |
| Experience of working as part of a team. | x | |
| Experience of supporting residents (where appropriate) to access the resources available to a local community | x | |
| Knowledge | | |
| Basic knowledge of housing benefit, income support and other welfare benefits is desirable | x | |
| Knowledge of issues affecting individuals who require support | x | |
| Knowledge of the statutory framework of provision of support for the client group | x | |
| Basic understanding of housing law i.e. tenancies, evictions etc. | x | |
| Good understanding of relevant regulatory requirements e.g. Care Quality Commission, Ofsted | x | |

| Personal Skills & Abilities | |
|---|---|

| | | |
|---|---|---|
| Ability to uphold and implement YMCA's values, policies and procedures | x | |
| Ability to manage difficult situations and to use own initiative | x | |
| Ability to work independently without constant supervision | x | |
| Ability to empower residents ( as appropriate) to achieve their own goals | x | |

Ability to maintain confidentiality and work professionally in the workplace x

High level of IT Literacy x Ability to manage a caseload of residents x

Flexibility to travel to required workplace locations x

Full clean driving licence x

**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 role will involve liaison with senior management, CEO and the board of trustees to review and assure exceptional delivery of the strategic plan and the organisational mission and vision.

This post requires proof of right to work in the UK, satisfactory references and a satisfactory enhanced DBS Disclosure (the cost of which will be met by the employer).

**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.

---

Line Manager: _____

Employee: _____

