

Job Description



Job Title: Relief Housing Support Worker (Nights)

Reports to: Services Manager

Based at: Cromer and/or Stalham YPS Project

Hours: Night shifts (8pm – 8am including sleep-in duties)

Key Objectives of Role

1. To promote the safety and wellbeing of young people living in supported housing.
2. To ensure all housing management functions related to the building are carried out efficiently.
3. To provide an emergency response to incidents occurring at night.

Main Responsibilities

1. To ensure a high standard of health, safety and security at Young People's Services' (YPS) buildings.
2. To create and maintain a calm and settled environment at the project during the evening and overnight, denying access to unauthorised visitors and responding to emergency calls as required.
3. To maintain high standards in relation to Safeguarding and establishing empathic, positive and trusting professional relationships with residents, respecting at all times boundaries as well as their dignity and rights.
4. To encourage and enable individual young people to recognise, accept and successfully cope with the responsibilities that living in a YPS project entails, particularly involving the terms of their Licence Agreement.
5. To take personal responsibility to uphold the Empanda Values – accountability, commitment, compassion and integrity.
6. To take personal responsibility for demonstrating the aims of the Empanda Equality and Diversity objectives, along with the Empanda YPS Code of Conduct.
7. To take personal responsibility for own Health, Safety and Welfare and that of colleagues in the workplace and residents.

Key Tasks

Security and Housing Management: (80% of time)

1. Maintain health and safety of the building at all times - Complete all tasks on Night Checklist including: fire panel; escape routes; emergency lights; fire extinguishers (in good working order); daily check sheets are correct and signed; First Aid kits adequately stocked.

2. Cleaning of the office and sleep room – Hoover/sweep, empty bins, clear staff kitchen, refill supplies, check cleanliness of staff bathroom/shower and clean if needed. Maintain 'clean desk' Policy.
3. To monitor and maintain the security of the building, assisting all residents in developing appropriate boundaries regarding visitors.
4. To monitor and maintain an appropriate banned person list, liaising with local Police Safer Neighbourhood Team as required.
5. To maintain an inventory of fixtures, fittings and furniture, ordering replacements as required.
6. To inspect, risk assess and clean void properties, decorating alongside groups of residents if appropriate.
7. To report, track and quality monitor any repairs carried out at the building.
8. To monitor and maintain central waiting lists for young people applying to YPS.
9. To ensure completion of Housing Benefit claims and that appropriate evidence is submitted.
10. To monitor individual resident's rent accounts and to take action to reduce arrears.

Support: (20% of time)

1. To provide planned group and one-to-one support and guidance in practical life skills, for example, maintaining good relationships with neighbours; conflict management; setting up a home and decorating; maximising income and avoiding debt.
2. To promote resident involvement at local and service level.
3. To work as part of a team providing appropriate support on a flexible basis, whilst ensuring adequate cover at YPS projects within reasonable travelling distance, and as agreed with Service Manager.
4. To attend and contribute to regular team meetings and act on decisions agreed and attend regular supervision with Services Manager.
5. Duties will be subject to review and may be amended according to the needs of the service.

Person Profile

Empanda is committed to continuous improvement in the delivery of services to its customers. The post holder will be able to respond to changing circumstances and customer needs. S/he will need to be caring, non-judgemental, flexible and sensitive and able to empathise in a respectful and positive way with young people, as well as being committed to promoting Equal Opportunities.

This position is a Regulated Activity as lone working with vulnerable children and young adults will often take place. A satisfactory enhanced DBS check will be required.

An understanding of and commitment to Safeguarding and promoting the health and wellbeing of young people is a prerequisite to this role.

Selection Criteria A = Application form I = Interview T = Test D = Desktop or other practical exercises	Essential or Desirable (E, D)	Assessment Method (A, I, T, D)
Experience: 1. Working with young people in a supportive environment. 2. Carrying out Health & Safety checks, including Fire Safety. 3. Carrying out general housing management tasks, including housing benefit applications, rent account monitoring, void checks and repairs ordering. 4. Ability to react to changing demands within the building and to intervene when required. 5. Awareness of issues facing young homeless people, including mental health, alcohol or substance misuse, DWP/Disability and Housing benefits and First Aid.	D D D E D	A/I I A/I I I
Qualifications: The right attitude and experience is more important than formal qualifications 1. Educated to GCSE level or equivalent standard with good numeracy, literacy and IT skills. 2. Educated to 'A' Level or equivalent standard. 3. Qualification in Youth Work/NVQ Care/I&G/C&G 3806/ equivalent.	E D D	A/D A/D A/I

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Skills: 1. A full driving licence and use of own vehicle with appropriate insurance to carry out duties. 2. Good inter-personal and communication skills including good letter/report writing and good recording/filing skills. 3. Ability to find practical solutions to problems. 4. Ability to use initiative to form and maintain working relationships with hard-to-reach young people. 5. Ability to focus on the needs of the resident, treating each as an individual. 6. Ability to work alone, as well as part of a dedicated team, as appropriate. 7. Ability to work under pressure with sometimes challenging young people. 8. Ability to adapt to changing work routines.	 E E E E E E E E	 A/I I/D I/D I I/D I I I