

Job Description



Job Title: Housing Support Worker (Relief)
Reports to: Services Manager (Young People)
Based at: Cromer, Sheringham or Stalham YPS Project
Hours: Varies – expected to include evenings and weekends

Key Objectives of Role

1. To promote the independence, safety and wellbeing of young people living in the supported housing.
2. To ensure all housing management functions related to the building are carried out efficiently.

Main Responsibilities

1. 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.
2. To work alongside young people; creating, implementing and reviewing individual support and risk management plans in partnership with other supporting agencies.
3. To liaise with neighbours, local and town councils, local police and any other interested parties to ensure that good relations are maintained with the community in which the project is located.
4. To liaise with Local Authority Housing Benefit departments and DWP, ensuring that all eligible benefits are being claimed and advising and assisting young people on maximisation of income.
5. 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.
6. 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.
7. To take personal responsibility to uphold the Empanda Values – accountability, commitment, compassion and integrity.
8. To take personal responsibility for demonstrating the aims of the Empanda Equality and Diversity objectives, along with the Empanda YPS Code of Conduct.
9. To take personal responsibility for own Health, Safety and Welfare and that of colleagues in the workplace and residents.

Key Tasks

1. To offer day-to-day assistance, support and guidance to residents whilst always promoting independence.
2. To attend and participate in multi-agency case conferences, needs assessments, support plan reviews and exit interviews and assist with annual client satisfaction surveys and any other outcomes or performance monitoring as required.
3. To work as part of a team providing appropriate support on a flexible basis whilst ensuring adequate cover at projects within reasonable travelling distance, and as agreed with the Services Manager.
4. To carry out all relevant Health and Safety and Fire Safety checks at specified periodic intervals, working alongside residents and the Landlord's H&S advisors, contractors and consultants as required.
5. To monitor residents' rent accounts on a weekly basis and take action in line with current policy.
6. To provide appropriate support, advice and assistance in the management of residents' personal income and on living within a budget, including assisting to ensure payment of rent, service charges and council tax (if applicable).
7. To provide support and guidance in life skills, for example, helping, advising and advocating on health issues; sourcing training, voluntary or occupational activities; sign posting on aspects relating to legal issues; advising on social skills; liaison with family, carers and other agencies; shopping on a budget, meal planning and cooking; cleaning, laundry and recycling; maintaining good relationships with neighbours; conflict management; setting up a home and decorating; maximising income and avoiding debt; creating a professional support network.
8. To promote resident involvement at local and service level.
9. To attend and contribute to regular team meetings and act on decisions agreed there, and attend regular supervision with Services Manager (Young People).
10. 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