**Date: May 2023**

**Post: Housing Support Worker**

**Contract: Full Time, Rolling 12-month contract through BANES.**

**Hours: 37.5 hours per week (occasional evening or weekend work)**

**Monday to Friday 9.00 am – 5.00 pm (can be flexible)**

**Salary: £23,000 - £25,000 pa depending on experience. Plus pension and other benefits**

**Holiday: 25 days per annum plus public holidays**

**Benefits: Workplace pension, reduced cost gym membership, reduced cost hostel stays, reduced cost nursery places, bike to work scheme.**

**An enhanced DBS check is required as this position will involve directly working with vulnerable**

**young people or adults at risk.**

**JOB DESCRIPTION**

**Overview:**

Bath YMCA provides accommodation and support for young and homeless people. Our projects include:

* Emergency Accommodation for Statutory Homeless Referrals from B&NES Council. Referrals from the Council for emergency accommodation from 3 days to 3months. Risk assessments, benefits applications and supporting referrals to move on to permanent accommodation. This will involve working with the B&NES Move on Advisor.
* Bath Nightstop provides overnight accommodation for people aged 16-25, within the homes of trained and vetted householders or Hosts, that we recruit from within the community. Young people are referred to us for risk assessing and referring on to hosts. We then work with the young person to find more permanent accommodation.
* Bath Daystop provides support and signposting, together with a safe, warm place to stay during the day. We cover a range of issues including but not limited to; life skills, practicalities and emotional issues.
* Platform for Life provides independent shared accommodation for young people in work, training or education for those aged between 18-25 years.

**Job Purpose:**

We are recruiting into the post of Housing Support Worker as part of our Big Lottery funded Nightstop Daystop Project. The post is full time and for a fixed term of two years (may be extended subject to funding). The Nightstop Daystop Project provides Support, Housing, Advice and signposting to young people in need. You will be working on that, and also assisting with the planned expansion of the Nightstop Daystop project. In addition, you would also be working with those referred to us as Statutory Homeless Referrals from B&NES council.

As a Housing Support Worker you will play a crucial role in building both short-term and longer-term relationships of trust with 16 - 25-year-olds, to help prevent youth homelessness via our Bath Nightstop Daystop and Platform for Life Projects here at the YMCA Bath Group.

**Duties and Responsibilities:**

The Housing Support Worker will be a primary contact for young people. In this varied and dynamic role, you will support both the day-to-day operation of Bath Nightstop Daystop, including recruiting, training and managing Nightstop volunteer hosts. Supporting young people in housing crisis into a safe temporary place to stay, but also longer-term relational work with young people who may not meet the thresholds of other services.

* You will conduct assessment interviews, take up references, keep up to date contact notes
* You will provide one to one support and assist in enabling young people to make a sustainable move on from homelessness at the earliest opportunity.
* You will also work generically as part of a small and friendly team undertaking a wide and varied range of duties that support the whole range of youth work of the organisation.
* You will keep all databases up to date and provide data as required to Depaul UK and the Big Lottery.
* You will add to and update social media accounts on a regular basis.
* You will work alongside the housing team to create a wider knowledge and understanding of the work of both Nightstop and Daystop with partner agencies, schools, colleges and church groups.
* You will assist with the planned expansion of Daystop hubs outside of Bath City Centre.
* You will work as part of a broader charity team to maximise fundraising, marketing and development opportunities.
* You will provide out of hours on-call support on a rota basis.

**Knowledge/experience/skills**

* Experience of working with volunteers
* Knowledge of Housing issues and legislation that affects young people
* Knowledge and experience of Safeguarding Procedures
* Experience of working with young people and conducting holistic assessments.
* The skills, experience and knowledge to play a part in helping to progress the project and to support the information gathering and research processes to support further growth
* Experience of working with various database systems and keeping up to date and accurate records.

**Person specification**

* Knowledge and experience desirable of supporting homeless / or transferrable skills desirable.
* Relevant experience of direct work with young people will be considered.
* Minimum of 2 years’ experience working with young and homeless people and conducting assessments in a support worker role
* Demonstrable experience of volunteer management, including the recruitment, training and retention of volunteers
* The skills to make judgements on a wide range of medium to complex situations where there is a requirement to consider a range of options/courses of action and risk management.

**Competencies/Behaviours**

* The Housing Support Worker will develop supportive and professional relationships with young people who are referred to our projects and will work to seek positive outcomes for them.
* The role will involve working with other agencies and other professionals in Housing, Health, Social Care and other organisations.
* The Nightstop Daystop Support Worker will play a significant role in progressing the project. They will work within the wider YMCA Bath Group team and work independently.

**Other Responsibilities:**

* To follow YMCA Bath Group policies and procedures and observe our Code of Conduct
* To actively participate in and attend supervisions, annual appraisal processes and identified training;
* To effectively embody the culture and values of the Charity.
* Promote the aims and objectives of the Charity and present a positive image of it through good public relations, communications with visitors, young people, guests, people who use our services and the local community.

**Conditions of employment**

5 days - 37.5 hours per week - Flexible working arrangements

Salary £23,000 - £25,000 dependent on experience.

Full Driving licence and the use of a vehicle with appropriate motor insurance are essential.