**Job Description and Personal Specification**

**Role:** Relief Accommodation and Support Worker

**Responsible to:** Accommodation and Support Manager

**Our values:**

The post holder will be expected to operate in line with our workplace values, which are:

**Inclusion**

We recognise that every person is different but equally valuable. We actively include people at every level of our organisation, ensuring that our service users, young people, staff, trustees, volunteers and customers are representative of the communities that we serve. We work hard to enable each person to realise their potential.

**Compassion**

Our work is focussed on connecting with people, and responding to them in a caring and compassionate way.

**Community**

We believe that we are designed to live alongside other people. Our work actively creates opportunities for the people who are part of the YMCA (our young people, service users, staff, volunteers, customers etc) to be part of a community.

**Humility**

We are here to serve the needs of the communities in which we work. We don’t know everything. We listen to, and work alongside others to ensure that together we are making an impact where it is most needed. If we make mistakes – we learn from them and are honest and open about it.

**Creativity and Innovation**

We aren’t afraid to try a new approach or take a measured risk to increase the impact we make and respond to the challenges in our communities.

**Sustainability**

We think about the future, working in ways that bring about long-term benefit to our communities and our planet.

Please note: This job description outlines the main duties within your role; however our organisation is continually evolving and management may ask you to undertake other duties outside of this job description and in line with the needs of the department at the time. Your flexibility in this post is therefore essential as this helps us to improve and drive positive change.

**Duties and Responsibilities**

* To share responsibility within the staff team for the day-to-day operation of the Project and welfare of residents, to deal with issues as and when they arise, working on own initiative.
* Work together with other staff, to ensure that the procedures and rules of the Project are complied with.
* Work with other staff and residents to ensure the efficient and effective running of the Project and undertake the following duties as necessary:
  + Attend handover meetings with staff from previous and next shifts.
  + Use the systems within the Project to ensure written communication is in place to ensure relevant information is recorded and passed on.
  + Maintain health and safety standards and undertake H&S checks as directed.
  + Maintain security of the Project and residents.
  + Ensure the Project is kept clean and clear of rubbish - internal and external.
  + Administration - answering telephone, collecting money and rents, maintaining records, dealing with enquiries
  + Work with residents to ensure the Project operates within the house rules.
  + Liaise with external agencies, where appropriate.
  + Assist residents with the practical life skills necessary to maintain their accommodation – e.g. cleaning, laundry, cooking.
* Work as part of a rota system, including weekends.
* Understand the importance of confidentiality, and work within YMCA Brunel’s confidentiality Policy.
* Promote the work of the Project and YMCA Brunel in a positive manner at all times.
* Be aware of issues and legislation relating to homelessness and young people.
* Undertake additional duties as may be requested from time to time within the scope of the post.

**Scale and Impact**

* To work as part of a team to impact upon the Project the Values, Aims and Purposes of YMCA Brunel.
* YMCA Brunel accommodates 87 residents aged 16-25 years across its various sites in Yeovil, Street and Frome.
* Residents are permitted visitors as per house rules.

**Environment**

* The post of Relief Support Worker is to provide cover at our supported housing projects within Mendip and South Somerset.
* The client base of YMCA Brunel are young people aged 16-25 years.
* The working environment is sometimes hostile
* The shift system continues during statutory Bank Holidays (i.e. Christmas Day, Boxing Day etc.)
* Hours will be agreed in advance with the Team Leader or Service Manager.

**Discretion to Act**

* Relief Support Workers will be able to make informed decisions about daily operations of the Project, including the call-out of emergency maintenance / repair workers, within the scope of the Project policies and procedures. Any major decisions must be discussed with the Accommodation and Support Manager or On Call Manager.
* Relief Support Workers are line managed by the Accommodation and Support Manager. They have access to the organisation’s decision making process through their Line Manager
* Relief Support Workers carry out room checks for Health & Safety and maintenance purposes, strictly in accordance with YMCA Brunel’s policy and procedures as and when required.

**Relationships**

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| **Internal** | Develop and maintain effective and appropriate relationships with all residents, visitors, full and part-time staff to ensure effective communications and operation of the Project. |
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| **External** | Maintain good relations with local neighbours, other agencies and members of the public. |
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**Person Specification**

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| **Experience** | | **Essential** | | **Desirable** |
|  | Experience in face-to-face work with young people in a paid capacity | **√** | |  |
|  | Experience of work in housing / homelessness |  | | **√** |
| **Qualifications** | | | | |
|  | GCSE level English and Maths |  | | **√** |
|  | In work with young people |  | | **√** |
|  | Counselling / Listening skills / Housing |  | | **√** |
| **Skills / Abilities** | | | | |
|  | Ability to take initiative, be self-motivated and plan own work load | **√** |  | |
|  | To communicate effectively in writing and by telephone | **√** |  | |
|  | To work in a stressful, sometimes hostile, environment; to be assertive and use conflict creatively | **√** |  | |
|  | To work as part of a team, to supervise others, be open, honest, able to accept and to give positive criticism | **√** |  | |
|  | Able to demonstrate effective listening skills | **√** |  | |
|  | Actively to enable and empower young people in all the work that is undertaken | **√** |  | |
|  | Understanding of and commitment to equal opportunities | **√** |  | |
|  | To work in a non-judgemental way | **√** |  | |
|  | Knowledge of appropriate support agencies and networks for young people aged 16-25 years |  | **√** | |
|  | Ability to share knowledge in one-to-one and group settings both in informal and formal ways | **√** |  | |
|  | Excellent IT skills. Be able to demonstrate effective use of Microsoft Office and IT systems. |  | **√** | |
| **Personal** | |  |  | |
|  | Personal motivation to put young people first | **√** |  | |
|  | Ability to work under pressure | **√** |  | |
|  | Ability to work on own initiative | **√** |  | |
|  | Ability to work flexible hours | **√** |  | |
|  | Interest and commitment to young people, to tackle injustice and discriminating practice. | **√** |  | |
|  | Understanding the needs of, and issues facing, young people | **√** |  | |
|  | Sense of humour and enthusiasm | **√** |  | |
|  | A positive outlook and proactive approach | **√** |  | |
|  | Able to respect the Christian ethos of the YMCA and uphold its values | **√** |  | |
| **Administration** | | | | |
|  | To record work accurately and within time scales | **√** | |  |
|  | Ability to undertake basic administration tasks | **√** | |  |

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| **Terms and Conditions** | | |
| b) | Hours | various Shifts, Bank holidays and week-end working-Zero Hour contract |
| c) | Annual Leave: | annual leave plus bank holidays pro rata |
| d) | Notice Period: | 1 Month |
| e) | Job Location: | Mendip and South Somerset as required |
| g) | Pension | The post holder is eligible to become a contributory member of YMCA Brunel Group Stake Holder Pension Plan following completion of three months continuous service. |