**Job Description and Personal Specification**

**Role:** Senior 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.

**Job Purpose:**

This is a key role within the support team of YMCA Mendip and South Somerset. The post holder will be working to support young people within housing projects and within the community to equip them with the skills to live independently.

Support will be provided across the area where needed, both accommodation and community based work, to assist those who are not housed but need comprehensive housing support to identify, secure and set up accommodation to achieve independent living.

The post holder will be involved in each stage of the young person’s time with YMCA Mendip and South Somerset supporting young people to progress as needed through the housing pathway to improve their quality of life and independence within each of the five outcomes: Being Healthy, Staying safe, Enjoying and achieving, Making a positive contribution and Economic well-being.

The post is also responsible for Housing Management duties to ensure a holistic service for clients including administration, rent collection and rent administration, notification of repairs and maintenance, health and safety tasks and ensuring the environment is welcoming and safe for clients and staff.

**Duties and Responsibilities:**

* To provide cover to ensure the delivery of accommodation and support services to young people when required as directed by the Accommodation and Support Manager
* To deliver a high quality support service offering flexibility and choice in methods of intervention, consultation and advice-giving to young people.
* To provide timely and appropriate interventions to meet the needs of the individual
* To follow the organisations Safeguarding policies and procedures to maximise young people’s safety and minimise harm
* To provide a high quality of support work that is targeted to meet needs of the young person, with the aim of developing independent living skills in areas such as: accommodation, financial management including day to day expenses, rents and debts, offending, health and wellbeing, social networking to enable the individual to live independently in the short and longer terms; reducing homelessness and avoiding repeat homelessness and evictions
* To develop young people’s independence using personalised independence plans using the organisations specified model with the full involvement of the young person, who will set their own goals to achieve healthy sustainable outcomes
* To support young people into training/education/employment/volunteering as a priority and signposting young people to relevant agencies
* To work in partnership with all voluntary and statutory organisations to improve interventions and outcomes for young people
* To work with the Accommodation and Support Manager to ensure young people are actively involved in the planning and decision making of YMCA Mendip and South Somerset
* To actively and practically ensure young people’s living environments are welcoming and high quality and that maintenance concerns in properties is reported quickly
* To work together with other staff to ensure a consistent approach of support to young people to ensure young people achieve sustained independence as the goal
* To support a case load of young people with direction and guidance from the Senior Accommodation and Support Workers and the Accommodation and Support Manager
* To attend and contribute at events, meetings and activities with groups of colleagues, young people and partner agency staff, with the aim of contributing to service development both internally and externally
* To ensure confidentiality of clients’ information is maintained and that it is kept securely whether electronic or paper records. The information must be accurate, factual and up to date within organisational requirements
* To contribute to the production of reports, including providing written reports on occupancy, rental income and young person complaints and other issues
* To ensure Accommodation and Support Workers and Accommodation and Support Manager are kept informed on all matters relevant to their work, suggest and contribute potential new developments/areas of work
* To promote and maintain positive relationships with other members of the YMCA Mendip and South Somerset staff team
* To understand and implement the organisation’s policies and procedures
* To undertake as requested any other appropriate duties, as may be required from time to time.
* To complete the staff induction programme and relevant mandatory training specified within agreed timescales and proactively contribute to team meetings/events with groups of colleagues, young people and partner agency staff and contribute to service development
* To coach and train Accommodation and Support Workers to carry out their roles effectively
* Working under the direction of the Accommodation and Support Manager, to support young people to complete the Tenant Accreditation programme relevant to the area
* Undertake hours as part of a rota system including evenings and weekend shifts
* Ensure young people comply with the conditions of their accommodation provision e.g. house rules, tenancy or licence agreement.
* To comply with Health and Safety requirements and to undertake health and safety checks as required

**Scope and Limits of Authority:**

The role is responsible for enabling clients to gain and sustain licences and tenancies and gain the skills they need to achieve independent living.

The role is responsible for working with young people to support them in moving through the pathway from entrance to accommodation to move on into independent living and then sustaining their tenancy be this through the private rented sector or through a Registered Provider.

To be considerate to others and deal with all queries in a professional and courteous manner, and to act respectfully.

To consistently deliver behaviours and approaches in line with person specification.

The role is responsible for the efficient, professional and courteous administration and delivery of the service

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**Person Specification**

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| **Experience** | | Essential | Desirable |
| a) | Experience in face-to-face work with young people or vulnerable people in paid or voluntary capacity | √ |  |
| b) | Experience of work in housing / homelessness | √ |  |
| **Qualifications** | | | |
| a) | GCSE level English and Maths or equivalent qualification in housing or social care or relevant experience | √ |  |
| b) | Considerable experience in working in a relevant comparable environment |  | √ |
| c) | Counselling / Listening skills / Housing/ Youth Work |  | √ |
| **Skills / Abilities** | | | |
| a) | Ability to be innovative, take initiative, be self-motivated and plan own work load | √ |  |
| b) | Efficient and organised recording and administrative skills. | √ |  |
| c) | To communicate effectively in writing and by telephone | √ |  |
| d) | To work in a stressful, sometimes hostile, environment; to be assertive and use conflict creatively | √ |  |
| e) | To work as part of a team, to supervise others, be open, honest, able accept and to give positive criticism | √ |  |
| f) | Ability to listen | √ |  |
| g) | Actively to enable and empower young people in all the work that is undertaken | √ |  |
| h) | Understanding of and commitment to equal opportunities | √ |  |
| i) | To work in a non-judgemental way | √ |  |
| j) | Knowledge of appropriate support agencies and networks for young people aged 16-25 years | √ |  |
| k) | Ability to share knowledge in one-to-one and group settings both in informal and formal ways | √ |  |
| l) | Excellent IT skills, with working knowledge of Microsoft software and Outlook. | √ |  |
| **Personal** | |  |  |
| a) | Personal motivation to put young people first. | √ |  |
| b) | Ability to work under pressure | √ |  |
| c) | Ability to work on own initiative and as part of a wider team | √ |  |
| d) | Ability to work flexible hours | √ |  |
| e) | Interest and commitment to young people, to tackle injustice and discriminating practice. | √ |  |
| f) | Understanding the needs of, and issues facing, young people | √ |  |
| g) | Sense of humour and enthusiasm | √ |  |
| h) | A positive outlook and proactive approach | √ |  |
| i) | Able to respect the Christian ethos of the YMCA and uphold its values |  | √ |
| k) | Ability to motivate self and others | √ |  |
| l) | Ability to delegate tasks | √ |  |
| m) | Ability to monitor workload of others | √ |  |
| n) | Maintain clear and professional boundaries at all times with all contacts in accordance with policies and procedures to promote the concept of independence with young people, not dependency. | √ |  |
| **Administration** | | | |
| a) | To record, monitor and evidence support delivery using an electronic database | √ |  |
| b) | Ability to undertake basic administration tasks | √ |  |

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| **Terms and Conditions** | | |
| b) | Hours | 37.5 hours per week. Shifts, Bank holidays and week-end working |
| c) | Annual Leave: | 5 weeks annual leave plus bank holidays pro rata |
| d) | Notice Period: | 1 Month |
| e) | Job Location: | Mendip and South Somerset as required |
| f) | Probationary Period | 6 months |
| 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. |