

**JOB DESCRIPTION**

<b>Job Title</b>	Senior Housing Support Worker	<b>Competency Level</b>	2		
<b>Department</b>	Housing	<b>Site</b>	Aylestone		
<b>Salary</b>	£27,144	<b>Point</b>	1	<b>Grade</b>	C

**SECTION A: BASIC OBJECTIVES OF THE POST**

1. To take a lead role in the provision of a comprehensive housing – related support & development service to YMCA Leicestershire residents to enable them to build firm foundations for a positive future as part of a person-centred approach tailored to individual needs.
2. To hold a support caseload working as part of a multi-disciplinary team to help young people identify and meet their personal, social, health, learning and employment needs as identified in their Support and Resettlement plan, within an average 6-month time frame.
3. To carry out weekly Health & Safety Room Checks of the accommodation in which young people are living
4. To proactively lead a team of support workers using organisational policies and contractual expectations.
5. Ability to develop and implement strategies to manage challenging behaviour in a professional manner;
6. To carry out the regulations required by Ofsted in the Supported Accommodation Regulations including quality standards.
7. To understand and advise the team on the principles of the following legislative frameworks:
  - a. The Children’s Act 1989 (particularly s20) and Every Child Matters.
  - b. Safe-guarding (including Missing & Absent Person’s protocols)
  - c. Data Protection (including Information Sharing Agreements)

**SECTION B: REPORTING TO**

**Name:** Donna Pole  
**Position:** Housing Manager

**SECTION C: BACKGROUND INFORMATION FOR THE POST**

YMCA Leicestershire is the largest voluntary sector provider of accommodation to single homeless young people within Leicester and over the last 6 years has delivered the Leicester City Council contract for delivery of Accommodation-based Housing Related Support for Young People.

YMCA Leicestershire was recognised as one of 9 CLG Regional Centres of Excellence and its service includes evidence-based practice for young people with complex needs as a result of their personal experiences culminating in homelessness. It is our aim that all young people are supported to permanently transition out of their temporary state of homelessness and as such, YMCA Leicestershire prides itself on developing and maintaining a living environment that is inspiring and aspirational.

This role was created as part of YMCA Leicestershire's commitment to provide good quality housing and effective support pathways for young adults aged 16-25 specifically focussing on the priority group consisting of Relevant & Former Relevant Children, Young Offenders and Child in Need (16/17-year olds assessed under s20 Children's Act).

The YMCA Leicestershire East Street site consists of 8 accommodation clusters providing 36 units and 13 individual 1-bedroom apartments. The priority client group consists of those Leaving Care, Young Offenders and Child in Need (16/17-year olds assessed under s20 Children's Act).

The Aylestone Centre consists of 30 single furnished rooms with shared kitchen and bathroom facilities and 4 self-contained flats across five detached houses. The site also has an education suite and is situated within 17 acres of green belt land.

Dispersed across the city are several shared Move-On Properties providing 5- & 6-bedroom accommodation for those young people at the last stage of supported accommodation prior to moving onto full independence.

## **SECTION D: STAFF SUPERVISED**

- Transition Coaches (Grade B)
- Sessional Workers
- Student Placements
- Volunteers

## **SECTION E: DUTIES AND RESPONSIBILITIES**

### **1. Description of main duties and responsibilities**

**To take a lead role in the provision of a comprehensive housing – related support & development service to YMCA Leicestershire residents to enable them to build firm foundations for a positive future as part of a person-centred approach tailored to individual needs.**

- Providing support, advice and informal counselling during the initial 'settling in' period experienced by the young person
- Coaching the young person & providing opportunities for establishing relationships amongst the existing residents
- Assessing each young person using Outcome Star and supporting them to recognise their support needs and goals.
- Providing guidance enabling each young person to think realistically about their future accommodation options, and offering support when they decide to leave the accommodation.
- Use of Outcome Star to agree support plans that effectively plan the young person's pathway of progression via evidencing key milestones, recording and reviewing progress in achieving their goals at regular intervals.
- Regularly review and update each young person's Risk Assessment within given time-frames and convene placement meetings to mitigate any high-risk areas
- To act as a positive role model and mentor for young people, providing them with encouragement, support – emotional & practical, and challenge to help them identify the actions and changes needed in order to meet their goals
- Advising and supporting young people on their rights and responsibilities as residents or tenants of YMCA Leicestershire and other accommodation.
- Using and maintaining all administrative systems (both paper and electronic) that enable the effective running of the service, including; Accommodation Management systems for Rent balances, support and development tools, recording activities, client details and information as well as local communication systems.
- Assisting the Housing department in its contractual obligations to work with LCC Single Access and Referral Point.
- In collaboration with the Housing Manager develop partnership working with other agencies to ensure young people receive full access to a range of services designed to meet their education, employment & training, health & well-being needs

**To carry out weekly Health & Safety Room Checks of the accommodation in which young people are living**

- to report any Health & Safety contraventions to the Housing Manager and take remedial action
- to provide follow up advice to young people on health and safety and support them to manage their environment that is conducive to theirs and others well-being.

**To proactively lead a team of support workers using organisational policies and contractual expectations.**

- Delegated responsibility for the day to day management of all housing provision
- Be responsible for case load allocation and management to ensure support is delivered in line with contractual obligations
- Acting as a liaison point for all housing related issues both internally and externally.
- To ensure that the written records pertaining YMCA Leicestershire's work on a day to day basis are accurate, up to date and meet GDPR standards.
- To induct, supervise and performance manage support workers, volunteers, students and trainees
- To work as part of a team, providing cover for colleagues as required by the Line Manager
- Agreeing staff rotas to ensure that the most effective cover is obtained and any additional Staffing expenditure is minimised
- Take responsibility for the co-ordination and delivery of team meetings encouraging full and positive contribution of all staff.
- Provide appropriate reports as required by line manager and others.
- Actively participate in supervision, training and commitment to continued professional development.
- Effective time management and workload planning to enable you to meet commitments to young people and team.
- Being responsible/accountable for petty cash alongside the Housing Manager

**Ability to develop and implement strategies to manage challenging behaviour in a professional manner**

- To be tolerant of unusual and/or unsociable behaviour, but nevertheless to enforce clear boundaries when required, especially with regard to issues such as illegal drugs, vandalism, non-payment of rent and challenge oppressive behaviour/attitudes.
- To intervene at the earliest possible opportunity thus preventing the behaviour escalating to unmanageable proportions and disengagement from our service.
- To make sure desired outcomes are maximised for every young person engaging with our service by working creatively and flexibly to achieve this with those who are most marginalised.
- To consistently contribute to a culture of excellence within YMCA Leicestershire, continually improving and developing these services.

**To understand and advise the team on the principles of the following legislative frameworks;**

- The Children's Act 1989 (particularly s20) and Every Child Matters.
- Safe-guarding (including Missing & Absent Person's protocols)
- Data Protection (including Information Sharing Agreements)

**To carry out any other duties that may arise from time to time and fall within the remit of the role.**

## **2. Functional Links**

### **List of the most important contacts necessary to carry out the role**

- It is essential to maintain appropriate working links with all professional colleagues in the field especially Leicester City Council Housing Options Service, Housing Benefit, CYPS, Primary Care Trust, local colleges, Education Providers, Connexions, Youth Offending service, and all relevant partners / organisations
- It will also be necessary to establish working links with others whose role may affect your work. These include Youth Workers, Education Workers, Community Arts Workers, Youth Offending Workers, Disabled Children's Service and Children & Young Peoples Services as well as internal functions such as HR, Finance and Operations.

## **SECTION F: OTHER RELEVANT MATTERS**

### **Scale & Impact:**

It is hoped that the main impact of this post will be on the lives of a relatively small number of people who come to terms with their difficulties and move on successfully.

### **Environment & Stress:**

The working atmosphere is usually relaxed; however, the job may be stressful at times.

The appointment will require working unsocial hours and being part of an on-call rota system, which will include weekend/evening working and being on-call for emergencies and absence.

YMCA Leicestershire is not responsible for paying travel expenses to and from work additionally The YMCA Leicestershire does not operate a relocation policy.

### **Special note**

The Senior Support Worker should avoid at all times placing their personal safety at risk.

**PERSON SPECIFICATION**

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<b>Department</b>	Housing	<b>Site</b>	Aylestone		
<b>Salary</b>	£27,144	<b>Point</b>	1	<b>Grade</b>	C

<b>Applicants will be required to evidence their ability to meet the following, through interview questions, supporting statement and CV content</b>		<b>Essential</b>	<b>Desirable</b>
<b>Competency Based</b>			
<b>1.</b>	<p><b>Customers and Communication</b></p> <ul style="list-style-type: none"> <li>• Excellent interpersonal skills with evidence of establishing and maintaining good working relationships with young adults and multi-agency teams.</li> <li>• Excellent counselling skills with an empathetic attitude towards young adults.</li> <li>• Maintain professional boundaries.</li> <li>• Evidence of the ability to influence and negotiate across a wide range of agencies.</li> <li>• Ability to receive, understand and convey information and views effectively using skills in oral and written communication and presentation.</li> <li>• Considers in advance the differing needs of others and adapts communication accordingly</li> <li>• Explains and justifies point of view and objectively discusses options</li> <li>• Ability to manage day to day administration tasks to a high standard particularly;                             <ul style="list-style-type: none"> <li>• Case reviews &amp; Support Plans</li> <li>• Updating files and client’s personal records</li> <li>• Administering petty case</li> </ul> </li> <li>• Ability to work professionally and courteously with a range of customers both internal and external to include staff, residents and external agencies</li> <li>• Analyse delivery of services and provides solutions to problems and ways to improve working processes</li> <li>• Is courteous, tactful, diplomatic and takes pride in delivering high quality services.</li> </ul>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<b>2.</b>	<p><b>Equality and Diversity</b></p> <ul style="list-style-type: none"> <li>• Actively demonstrates a commitment to promoting equality and diversity across the organisation</li> <li>• Builds trust and communicates respect for others</li> <li>• Has an in-depth understanding of and commitment to equal opportunities/valuing diversity and the ability to implement such a policy in all aspects of the work.</li> </ul>	<p>✓</p> <p>✓</p> <p>✓</p>	
<b>3.</b>	<p><b>Leadership</b></p> <ul style="list-style-type: none"> <li>• Ability to promote a high standard of customer service delivery within a team</li> <li>• Understands in depth what motivates and encourages team members</li> <li>• To provide Line management, support and supervision</li> <li>• Ensures all delegated work is monitored and completed appropriately</li> <li>• Creates a supportive environment in order to underpin</li> </ul>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	

	<p>successful working</p> <ul style="list-style-type: none"> <li>• Obtains and uses necessary information to make decisions</li> <li>• Ability to make difficult decisions with sometimes limited information</li> <li>• Demonstrates high personal standards as an example to others</li> <li>• The ability to achieve performance through personal organisation, showing confidence in one's skills, capability, judgement and self-control in stressful situations</li> <li>• To be self-motivated</li> <li>• Experience of managing a staff team</li> <li>• The ability to lead, support and motivate others</li> </ul>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
4.	<p><b>Team Working</b></p> <ul style="list-style-type: none"> <li>• Ability to motivate and inspire staff and volunteers, spending time thinking through issues and utilising skills to make them feel valued</li> <li>• Able to work flexibly as part of a diverse team</li> <li>• Speaks positively of others and gives praise and credit when due and contributes to feedback where necessary</li> <li>• Encourages and supports other colleagues</li> <li>• Understands what others need to know and keeps them informed</li> <li>• Encourages and supports other colleagues</li> <li>• Builds good relationships with others</li> <li>• Able to work as a key player within the team and positively contribute to team knowledge and development</li> <li>• Ability to obtain, organise &amp; present information in a logical manner – sufficient to develop other team members knowledge</li> <li>• Able to work as a key player within the team and positively contribute to team knowledge and development</li> <li>• Can work with others to ensure tasks are complete</li> <li>• Able to work to deadlines</li> <li>• Addresses conflicts or issues within the team in a timely, positive and confidential manner</li> <li>• Ability to work in synergy with other departments understanding what others need to know and keeping them informed</li> <li>• Networks effectively both internally and externally</li> </ul>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
5.	<p><b>Working within Legal Frameworks</b></p> <ul style="list-style-type: none"> <li>• Ability to assess risk and take appropriate action</li> </ul> <p>To have a clear understanding of:</p> <ul style="list-style-type: none"> <li>• The Children Act 1989 Guidance and Regulations Volume 3: Planning Transition to Adulthood for Care Leavers</li> <li>• Safeguarding</li> <li>• GDPR</li> <li>• Equalities Act 2010</li> </ul>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
6.	<p><b>Personal Attributes</b></p> <ul style="list-style-type: none"> <li>• Promotes the need for change and acts as a role model for change</li> <li>• Positive, committed, adaptable, thorough and confident approach</li> <li>• Ability to work to deadlines and to motivate others to work effectively and demonstrate a duty of care</li> <li>• Committed to diversity in service delivery and employment</li> <li>• Innovative and creative approach to service development and value</li> </ul>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	



**TERMS AND CONDITIONS**

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**1. Hours of Work**

A minimum of 40-hours per week. This will include some evening and weekend work as well as being part of the On-Call rota.

**2. Annual Leave Entitlement**

6.6 Weeks including Bank Holidays

**3. Sick Pay Provision**

6 months – under 1 years’ service	1 week
1 year – under 3 years’ service	2 weeks
3 years – under 4 years’ service	4 weeks
4 years – under 6 years’ service	8 weeks
Over 6 years’ service	10 weeks

**4. Pension**

All employees are eligible to be a member of YMCA Leicestershire’s pension scheme

**5. Period of termination notice offered and required**

Two weeks’ notice during the six-month probation period, thereafter two calendar months. You are entitled to receive from the Association, no less than Statutory notice.

**6. Conditions of Employment**

The appointment is subject to YMCA Leicestershire receiving proof of eligibility to work in the United Kingdom, two satisfactory references, a clear criminal background check (DBS) and the satisfactory completion of a six-month probation period.



**GENERAL INFORMATION**

<b>Job Title</b>	Senior Housing Support Worker	<b>Competency Level</b>	2		
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**YMCA Leicestershire’s Vision, Mission and Values**

**Vision**

Our vision is for every young person to have a safe place to call home and the support they need to create lasting change in their lives.

**Mission**

Our mission is to create supportive and inspiring places where young people and communities can belong, contribute and thrive. We do this through housing, care, support, advice, skills for life, theatre and cultural activities.

**Values**

<b>We Welcome</b>	We work with kindness and integrity so that everyone can feel secure, respected and heard
<b>We Support</b>	We build trusting relationships and nurture personal strengths to help people find their path to independence
<b>We Empower</b>	We work alongside people to grow their skills and self-belief to enable them to thrive
<b>We Enrich</b>	We create inspiring activities that give people a sense of connection and wellbeing
<b>We Seek Out</b>	We look for opportunities to collaborate and make an impact in the communities we serve

**Scale & Impact**

- In order to fulfil this role, the person needs to be flexible and adaptable
- Actively participate in supervision, training and commitment to continued professional development
- To be tolerant of unusual and/or unsociable behaviour and have the ability to enforce clear boundaries when required
- YMCA Leicestershire is not responsible for paying travel expenses to and from work additionally YMCA Leicestershire does not operate a relocation policy

## Equal Opportunities/Valuing Diversity

- All employees are required to work towards actively and positively promoting the Equal Opportunities/Valuing Diversity Policy of YMCA Leicestershire. To advance YMCA Leicestershire ideology of the equal value of all persons and to appropriately challenge anyone who infringes upon the Equal Opportunities/Valuing Diversity Policy.

## Health & Safety

- As far as is practicable, employees are responsible for adhering to the Health and Safety requirements and shall not place themselves or any other member of staff, members of the public, volunteers or any other person in danger whilst at work.
- Employees should not interfere with or misuse any equipment provided for their use either contrary to any training you have received or any instructions given with equipment in the interests of health and safety. YMCA Leicestershire shall not be liable for any loss or injury caused by any such interference or misuse.

## Policies

- YMCA Leicestershire has 12 main policies (Absence, Communication, Compliance, Confidentiality, Domestic Abuse, Finance, Health, Menopause, Performance Pay & Reward, Quality Assurance, Recruitment, Safety). All employees are expected to familiarise themselves and work within these policies at all times.

## Safeguarding Children

- YMCA Leicestershire actively promotes a 'safeguarding children culture' within the organisation in line with the Children's Act 2004. As such each employee is expected to carry out their role and responsibility in relation to a child/children's or vulnerable adults' welfare. We are committed to ensuring that all employees are supported in respect of their safeguarding children or vulnerable adult duties.