

Individual Role Profile

Title:	Development Worker- Rent Deposit Scheme
Career Family:	Support & Housing
Reports To (role):	Programme Manager- Rent Deposit Scheme

Summary of Role

To provide access to housing in the private rented sector for young people by supporting with the upfront deposit and rent costs.

To promote the scheme both internally and externally with key partners to support the right young people who are ready to live independently, building up links in the community with referral and support agencies as well as expanding our bank of letting agencies to ensure the success of the scheme.

To work in partnership with Local Authorities, Letting Agencies and partners to ensure we support tenants to understand how to manage their tenancies and know their rights and responsibilities.

To ensure all properties meet minimum standards and all safety certificates and licenses are correct and in place prior to agreeing to a young person moving in.

To arrange deposits and or rent payments to Letting Agencies ahead of a young person's tenancy starting.

Supporting access to all available grants for young people for furniture items and making referrals into support services where applicable.

Providing low level tenancy set up support while a young person is moving into their new tenancy.

Maintain positive, professional relationships with the referral agencies, landlords, local authorities and other partners with whom we work.

Be willing to travel across the region to fulfil the role with occasional travel to other regional offices and London.

Key Results Areas/Success Measures

KR 1:	To successfully achieve key team KPI's and empower young people to move on positively
Success Measure	Contributing to the collective annual target of young people housed across the North, including reporting on number of young people in Education/ Employment/ Training, number of young people who move on positively.
KR 2:	To advise young people on their rights and responsibilities as residents and ensure they fully understand their tenancy agreements. Maximise income, budget and opportunities for young people.

Success Measure	Liaising with other organisations to ensure that young people moving on using the RDGS secure all available grants and other funding and receive practical help with the organization of utilities, benefit claims, furniture and other issues.
KR 3:	Promote the Rent Deposit Guarantee Scheme. Identify appropriate organisations working directly with homeless young people and develop positive links.
Success Measure	Increased referrals from and to support agencies as well as maintaining positive approach with internal teams at all times.
KR 4:	To contribute to the continual development of the service, identifying best practice to respond to the changing needs of the business and young people.
Success Measure	Positively engaging with service reviews, team meetings and 1-1's to contribute to the schemes ongoing development in a positive and constructive way.
KR 5:	To liaise with and assess prospective properties and letting agencies and build up a bank of agencies we can access housing through.
Success Measure	Maintaining positive relationships with reputable letting agencies who understand the needs of our young people and are willing to work with us. Ensure all prospective properties meet set standards and all legislative safety certificates and licenses are correct and in place.

Other Tasks/Success Measures

Task 1:	To ensure that all statutory regulations and Centrepoint policies and procedures relating to the work of the project are adhered to.
Success Measure	Policies adhered to and proactively compliant at all times, issues raised correctly, any safeguarding concerns raised immediately and incidents logged as soon as possible.
Task 2:	To accurately record and monitor all data relevant to the role, including tenant information and financial data, and ensure that all records are accurate and up to date and that all aspects of GDPR are followed.
Success Measure	Records are updated as quickly and accurately as possible following all policies, maintaining professionalism at all times.
Task 3:	Keep informed of and be familiar with developments and initiatives in legislation, social policy and professional practice.
Success Measure	Sharing updates with the team, ensuring knowledge is correct and up to date, attending relevant training sessions and meetings where available, providing young people with the right guidance
Task 4:	Be willing to travel across the region to fulfil the role, and occasionally to travel to other regional offices and London. To participate in supervision and training and be committed to continual professional development.
Success Measures	Be willing to support other regions to complete remote tasks. Be willing to travel for team meetings and training across the North. Participate in team meetings and team development in a positive and constructive manner.

Role specification

Detailed below are the type of skills, experience and knowledge that are required of applicants applying for the post. The *Essential Requirements* indicate the minimum requirements, and applicants lacking these attributes will not be considered for the post.

The points detailed under *Desirable Requirements* are additional attributes to enable the applicant to perform the position more effectively or with little or no training. They are not essential, but may be used to distinguish between acceptable candidates.

Knowledge relates to specific skills, information acquired by candidates through practical experience and key competencies that may be required i.e. numeracy skills, dealing with challenging situations etc.

Experience is more education/training focused. Courses undergone in relevant subjects – NVQs, degree, post grad etc. In order to avoid age discrimination, manager can state degree or relevant working experience in xyz..

Knowledge, Skills And Experience			
Category	Essential	Desirable	Assessment
1. Strong verbal communication skills, in order that tenants will understand their rights and responsibilities as stated within a tenancy agreement	E		I
2. The ability to work independently and prioritise tasks so that the aims of the service and needs of tenants are met	E		I
3. Up-to-date knowledge of welfare rights that may affect vulnerable client groups, able to advise tenants on these resources and how to access them.	E		I/AF
4. A strong and demonstrable commitment to promoting Centrepoint's approach to equality and diversity in all work undertaken.	E		I
5. Understanding of the needs of young people and of the issues facing this client group, an understanding of the challenges faced by young people who are becoming more independent	E		I/AF
6. Sufficient written, numeracy and IT skills in order to report on InForm, use email communication and conduct affordability assessments with tenants	E		AF
7. Ability to work professionally with partner agencies and Centrepoint colleagues, and a understanding of the importance of working professionally	E		I/AF
8. Ability to manage a high workload and ensure that deadlines are met in order to maintain a high quality service	E		I
Experience			

1. Experience working with vulnerable young people in the housing sector or a related field such as social or health care		D	AF/R/I
2. Experience of responding to ASB or maintenance issues and offering housing advice and support	E		AF/I
3. Experience of multi-agency working, including negotiating and liaising with a wide range of organisations at different levels		D	AF/R/I
4. Examples of identifying new partnerships and maintaining relationships with key stakeholders		D	AF/I
5. Experience of the private rented sector, tenancy agreements, deposits and creating budgets and action plans		D	AF/I

Key: AF = Application form. I = Interview. R = Reference.

Equal Opportunities

All employees have a legal and moral responsibility to ensure that Centrepoint's workplace is free from discrimination, harassment and bullying.

Centrepoint Values

All staff at Centrepoint are expected to work according to our six values. Below are examples of the behaviours expected for each of them. These will be assessed at interview and are included here to inform your expectations of the type of person we are looking for to join our organisation.

<p>Integrity</p> <p><i>We always put the good of young people and Centrepoint first</i></p> <ul style="list-style-type: none"> • We commit to living these values in our professional lives at Centrepoint • We work hard to build trust and productive relationships • We are honest and transparent • We confront issues early in a direct and constructive way 	<p>Energy</p> <p><i>We are ambitious for young people and we have relentless drive, commitment and resilience to achieve that</i></p> <ul style="list-style-type: none"> • We act decisively, using our energy to deliver and exceed expectations • We understand our strengths and use them to strive for excellence • We have creative optimism and we embrace change and drive it • We have the courage and stamina to make tough decisions and see them through
<p>Humility</p> <p><i>Our work is a service that supports and challenges each person in our sphere of influence to fulfil their potential and ensure that they are engaged and inspired to perform</i></p> <ul style="list-style-type: none"> • We show empathy, sincerity and are servant-hearted in our approach • We are self-aware; continuously seeking to improve and we take full responsibility for our own development • We offer to help without hesitation and ask others for support when we need it • We respect and learn from each other and about each other; using that knowledge to work better together 	<p>Entrepreneurial</p> <p><i>We are enterprising and innovative – professional, optimistic and always thinking about how to improve</i></p> <ul style="list-style-type: none"> • We are commercially aware and financially conscious • We communicate well and bring people with us • We know and understand our business and the impact of both internal and external forces • We always ask ourselves how it can be done better; we are more ‘why not?’ and have the flexibility to adapt

<p>Accountable</p> <p><i>We know what we have to do and why. We have high standards and expectations of ourselves</i></p> <ul style="list-style-type: none"> • We have a clear direction and are fully accountable for delivery in our area • We take personal responsibility to deliver and exceed expectations • We seek and gain the commitment of others; helping others to achieve what they need to do, by inspecting what we expect. • We celebrate success and reward the right behaviour at the right time; fully supporting the appropriate challenge of inappropriate workplace behaviours 	<p>Focused</p> <p><i>We deliver for and with young people in a way that is creative, inspiring and enjoyable</i></p> <ul style="list-style-type: none"> • We put young people at the heart of all we do • We are mindful of risk, seeking to be risk intelligent • We create a collaborative spirit where people are treated equally with respect • We focus relentlessly on results
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