



## Job Description

<b>TITLE OF POST:</b>	Supported Accommodation Worker
<b>REPORTING TO:</b>	Outreach Services Manager / Outreach Team Leader
<b>HOURS OF WORK:</b>	Full Time (37 hours) plus additional night shifts when required
<b>CONTRACT TYPE:</b>	Permanent
<b>PLACE OF WORK:</b>	Future Roots, Welwyn Garden City, but will include travel
<b>ANNUAL LEAVE</b>	25 days per annum pro rata increasing by one day a year after 5 years' service to a maximum of 28 days (in addition to Bank & Public holidays)
<b>BENEFITS:</b>	Staff eligible to join The People's Pension Scheme will automatically be enrolled into the scheme at 3% of basic salary on commencement of employment. Hyh will then contribute 5% of basic salary into The People's Pension Scheme on behalf of the staff member.
<b>OTHER BENEFITS:</b>	hyh provides Group Life Insurance benefit of 4 times salary through FriendsLife. Entry to the scheme is automatic on joining the charity; completion of a nomination form is required to confirm staff wishes to the trustees.
<b>Background:</b>	Future Roots Supported accommodation located in Welwyn Garden City, which support 5 Housemates to learn the skills they require to live independently.
<b>Responsible for:</b>	Providing advice, guidance and support to vulnerable young people aged 18-24 years, who are working towards independent living.  This role will require a reasonable degree of flexibility, to respond to the needs of the house. This may include changes to working patterns or additional 'sleep in' nights.
<b>Job purpose:</b>	To create and establish a considerate, proactive and empowering environment where those living in the home take responsibility for themselves, their journey towards independent living. You will help co-ordinate and deliver a solution focused training package, that encourages the young person to take responsibility for all areas of their lives and promote healthy, successful outcomes. You will support them to achieve a successful move on. You will also be instrumental in ensuring that those living in the house accept and abide by the house rules.

**Our vision is for every young person to have a safe home from which they can grow and thrive.**

### Specific Duties:

Manage a varied caseload with differing timescales and deadlines

Be involved in the screening and interview process of potential new Housemates.

Build a professional and trusting relationship with the young people to enable to them to engage with the support and improve their situation and prospects.

Provide 1-1 and group support and opportunities to learn identified life skills for independent living, using a range of tools and skills, including hyh's ASDAN training package. This work will include support around:

- Understanding their rights and responsibilities in relation to accommodation.
- Understanding how their choices and behaviour impacts their situation.
- Providing advice and support around wellbeing and health.
- Provide guidance and assistance in achieving further education, obtaining an apprenticeship, voluntary and paid employment.
- Financial support around areas such a budgeting and income.
- Practical Life skills
- Provide advice and assistance with any other support needs that arise, referring and liaise with other agencies
- Providing group sessions on relevant topics.

To identify any risk factors and ensure appropriate measures are in place.

To monitor/manage rent payments and ensure Housing Benefit applications are submitted correctly, on time and are updating according to the changing circumstance of the housemates.

Report any safeguarding (child protection) concerns to your line-manager and refer as appropriate

There is a requirement to sleep overnight in the accommodation on an ad hoc basis, in the event of an emergency or organisational need. Where this is the case you will be expected as part of your role to fulfil this requirement. You will receive an additional payment to compensate for this duty.

Be part of a team responsible to ensure the property is meeting all required standards, which will include:

- Regular Health and Safety checks
- Co-ordinating Building maintenance
- Risk Assessments

To promote and facilitate Youth Engagement across the service

Engage effectively in multi-agency working, developing collaborative relationships and partnerships with relevant staff in a range of agencies to broker and co-ordinate support for young people.

Ensure all service administration tasks are completed to a high standard and in a timely manner.

### General Expectations:

To be ambassador for the charity both internally & externally to further **hyh** aims whilst protecting and enhancing its reputation.

To immerse **hyh's** values into your professional practice at all times.

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Establish and maintain excellent working relationships with external agencies and partners to ensure we are a provider of choice.

To work in partnership with the existing **hyh** services.  
Ensure **hyh's** database is kept up to date, and that all relevant data is recorded accurately and within the specified deadline.

Report any safeguarding concerns to your line manager and refer, as appropriate, in accordance with **hyh** procedures.

Working in line with the General Data Protection Regulations.

Ensure **hyh** policies and procedures are always adhered to.

To actively participate and provide valued contributions in supervision, team meetings and other meetings as appropriate.

To work as part of a team by supporting, communicating, and engaging with your colleagues.

Demonstrate professionalism at all times.

To promote and facilitate Service Users participation across services.

Travel as required, for the successful delivery of your duties.

To undertake any other reasonable duty as my reasonability be determined.

Support and work alongside volunteers / students.

#### **Training and Development:**

Identify professional training and development needs.

Complete any training courses deemed suitable and apply the learning to your role.

#### **Health & Safety:**

To adhere to and ensure compliance of Fire, Health and Safety regulations relating to all service delivery activities and personnel.

Always maintaining a safe working environment.

Report accidents and record incidents accordingly.

#### **Equal Opportunities:**

Treat everyone with whom you have contact through your work with equal dignity and respect.

Promote equal opportunity for all and challenge any behaviour or practice which discriminates against any person on the grounds of race, colour, sex, marital status, religion or belief, disability, age, sexual orientation, gender reassignment or any other perceived difference.

This post is classed as having a high degree of contact with children or young adults and is exempt from the Rehabilitation of Offenders Act 1974. An enhanced disclosure will be sought through the Disclosure & Barring Service (DBS) as part of Herts Young Homeless' pre-employment checks. Please note that additional information referring to the DBS is in the [guidance notes to the application form](#).

It's you

### Person Specification

<b>Knowledge &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Able to demonstrate an understanding of the problems facing homeless young people.</li> <li>• Ability to engage and motivate young people, strong interpersonal skills including the ability to be appropriately assertive.</li> <li>• General administrative skills (filling, record keeping and computer literacy)</li> <li>• Ability to work effectively with a full and varied workload with conflicting deadlines.</li> <li>• Excellent understanding of confidentiality with strict professional boundaries and personal integrity</li> <li>• Commitment to equal opportunities and anti-discriminatory practice</li> </ul>
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>• Excellent planning, organisational &amp; time management skills</li> <li>• Have a flexible working approach to the needs of the service users.</li> <li>• Highly motivated with the ability to work using your own initiative and as part of a team.</li> <li>• IT literacy including excel, word, teams and outlook</li> </ul>
<b>Communication &amp; Interpersonal Skills</b>	<ul style="list-style-type: none"> <li>• A fair, objective, and non-judgmental attitude</li> <li>• Ability to maintain positive working relations with different levels of professionals from a range of different organisation.</li> <li>• Excellent interpersonal skills with the ability to build positive professional relationships.</li> <li>• Ability to communicate clearly both verbally and in writing.</li> <li>•</li> </ul>
<b>Miscellaneous</b>	<ul style="list-style-type: none"> <li>• Willingness to work flexibly where required.</li> <li>• A commitment to undertake training where required and an enthusiasm for new challenges and experiences.</li> <li>• A full driving license and use of own car or motorbike for business purposes</li> <li>• Ability to be creative, flexible, calm, consistent, dynamic, collaborative.</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• An understanding of the voluntary sector and the constraints placed upon voluntary sector organisation.</li> <li>• An understanding of reflective practice and continued professional development.</li> <li>• Experience of working in a supported accommodation environment for young people.</li> </ul>

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