



BEACON
LEEDS Supported Housing
for Brighter Futures



Bank Worker Job Description

Job Title: Bank Worker

Responsible to: Nominated Manager or Senior Worker

Purpose of the Post

The purpose of this role is to provide short term Housing Support Worker cover within Turning Lives Around (TLA) at locations nominated by the worker.

Responsibilities

No matter the length of cover in this role you are expected to:

- ensure the safety and security for clients and premises
- adhere to Professional Boundaries at all times
- support to clients who require frequent checks due to physical or mental ill-health or risk associated with substance misuse
- address and manage risks to individuals and provide practical support
- control access to buildings, monitoring CCTV systems, dealing with emergencies, carrying out Health & Safety checks and reporting or handing over concerns.
- work within, adhere to and promote TLA's Safeguarding policies to ensure that clients are safe from harm and abuse.
- provide clients with assistance and support as required
- be alert to the health and well-being of all clients reporting any serious/emergency concerns to the on call manager/appropriate agencies.
- be able to respond appropriately to emergency situations
- carry out routine inspections/patrols of the premises and organise any minor repairs and report serious health and safety concerns
- deal with telephone and general enquiries
- Provide comprehensive information and advice to clients regarding appropriate housing and support options
- Work co-productively with clients, volunteers, peer mentors and professionals from partner agencies to provide an appropriate, responsive service.
- Use a computer and data collection software and be able to carry out administrative & monitoring tasks associated with the running of the service
- Maintain relevant written/electronic confidential records in line with Data Protection legislation and TLA policies and procedures.
- Undertake housing management duties in respect to room cleaning and preparation.



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TLA **TURNING**
LIVES
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- Address and report issues of anti-social behavior appropriately and inform line managers.
- Report repairs and maintenance needs in line with TLA procedures
- Work at all times as part of a team, this includes working with other colleague, attending team and colleague meetings and developing a team work approach to all aspects of the organisation's work.
- Be inducted, supervised, performance managed and appraised in line with the organisation's performance management policies and procedures
- Meet individual performance standards as required against TLA performance and contracted funding requirements.
- Demonstrate a commitment to client participation in line with TLA policies and procedures.

If you are covering a role for a longer period of time we will also expect you to:

- support clients to achieve their individual goals by undertaking comprehensive risk and needs assessments based on their complex needs in order to develop tailor made support plans in line with the TLA remit on obtaining relevant benefits and assisting people to move into their own individual secure accommodation.
- Undertake a key worker/co-key worker role.
- Develop and maintain liaison with referral and support agencies in order to ensure a multi-disciplinary approach to clients' needs
- Implement the admissions policies of the service, including issuing and monitoring Occupancy/License Agreements.
- Collect any rent and charges that are due from clients and to maintain accurate records of these in line with TLA policies and procedures.
- Supervise the work of volunteers, students or work placements on a daily basis including supporting them to carry out support work tasks
- Be responsible for own personal learning and development where appropriate and undertake training, both mandatory and optional, to increase knowledge, skills and awareness
- Promote client empowerment and peer mentoring
- Promote and work within financial policies and procedures with clients regarding personal charge collection and arrears control
- Represent the service positively and professionally at organisational and external meetings
- Depending on the scheme policy and procedure you may be asked to oversee administration of client medication
- If at Carr Beck, you will administer alcohol in line with client Alcohol Contracts.



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**PERSON SPECIFICATION
BANK COLLEAGUE**

Experience, Skills & Abilities

Essential

- A minimum of one years' experience of working with vulnerable people in either a paid or voluntary capacity
- Has experience of or can demonstrate outstanding commitment and enthusiasm for working with young people from complex backgrounds who have experienced growing up in care
- Worked in an environment where confidentiality is applied at a sensitive level
- Provides a respectful and supportive attitude to service users.
- Can demonstrate a commitment to own professional development.
- The ability to communicate clearly, both verbally and in writing, with young people, colleagues and external agencies
- Builds trust and has respect for others through restorative working
- The ability to support young people who in addition to having a housing support need have other support needs.
- The ability to support young people to identify need and risk and plan for positive goals and outcomes.
- To be able to respond appropriately to instances of challenging behaviour.
- Show respect in the work place and have a commitment to Equality and Diversity
- Be non-judgemental and be able to challenge discrimination.
- Develop young people's independent living skills and provide practical support to young people
- Ability to follow instructions, work independently, to plan, organise and implement work effectively in a constructive manner.
- Ability to maintain timely and accurate records as per requirements of the service contract
- Demonstrates flexibility in approach to work and open to and supportive of change and new ways of working
- A minimum of one years' experience of working with vulnerable people in either a paid or voluntary capacity
- Has experience of or can demonstrate outstanding commitment and enthusiasm for working with young people from complex backgrounds who have experienced growing up in care
- Worked in an environment where confidentiality is applied at a sensitive level
- Provides a respectful and supportive attitude to service users.
- Can demonstrate a commitment to own professional development.

Desirable

- An ability to speak more than one language.
- Access to own transport to work efficiently across Leeds
- Of working with a wide range of agencies to ensure positive outcomes.
- Experience of using support services or have lived experience
- Facilitating group work and activities
- Worked in a 24/7 housing environment



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TLA  **TURNING
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**Our
Way
Leeds**
Supporting young people across the city

Knowledge & Qualifications

Essential

- Competent in the use of a PC, particularly the use of MS Word and Outlook.
- To have an awareness of the causes and effects of youth homelessness
- Have an understanding of the impact of childhood trauma and poor mental wellbeing
- To understand and display Professional Boundaries & Confidentiality
- Knowledge of the statutory services for young people and children looked after and care leavers.
- Knowledge of child/adult protection and safeguarding issues
- Understanding of team work and how to assist colleagues and managers

Desirable

- A basic understanding of Health and Safety at work policies.
- Knowledge of the provision for single homeless people in Leeds.
- First Aid trained
- Knowledge of the approaches to supporting complex young people with developmental delay