

Job Description

Job Title	: Housing Support Worker (Core & Community Cluster)
Team	: Locality Team North
Responsible to	: Team Leader (Core & Community Cluster)
Responsible for	: N/A
Hours	: 37 hours
Salary	: £20,272.77
Leave	: 25 days rising to 30 days after 2 years

Purpose of the job

This role is part of Young People's Housing Related Support Service, Our Way Leeds (OWL), delivered by a consortium of service providers. The consortia have GIPSIL as the lead provider alongside Foundation, Turning Lives Around & Vision Housing. OWL provides a wide range of interventions to prevent homelessness, four types of supported housing and pre and post-tenancy support schemes for young people & young people leaving care including unaccompanied asylum seeker children. Young people can be single, young families or couples.

To work independently, often lone working for long periods, providing support in a 24/7 living environment using a core and cluster model for young people making the transition to independent living. Using a strength based approach and restorative practice putting young people at the centre of their support.

You will be responsible for key working five to six young people as well as daily support to the fifteen young people living in the core & cluster. Young people will be aged between 16 and 20, many will have had adverse childhood experiences, lived in care, may have developmental delay and be familiar with statutory services. Your role will be to support these young people to make the transition to living independently providing a safe and secure environment which feels like a home.

Key Responsibilities

Service Delivery

1. Alongside the young person, professionals and close family members develop and implement a support plan and risk assessment;
2. Encourage the young people to complete actions on their support plan, delegating to assistant housing support workers and following up with other professionals to ensure goals are reached.
3. Build professional supportive relationships with young people, which allows effective management of challenging behaviour as well as helping them to make informed choices about their options and maintain their independence
4. With the team leader assess referrals into the project, ensuring the safety of other young people whilst maintaining an inclusive approach to young people with complex needs.
5. To work positively and assertively with a young person around issues such as risky and self-defeating behaviour, motivation and expectations/aspirations/ emotional support/confidence building.
6. Using a strengths-based and trauma informed approach, develop a young person's skills and work related activities to boost better outcomes and give feedback on successes.

7. To liaise and build supportive relationships with a young person's family / social networks as appropriate.
8. To facilitate support in order to ensure young people develop domestic skills, parenting skills, life skills, social skills and behaviour management skills where appropriate, to sustain a tenancy and home.
9. Organise activities which benefit young people as agreed by supervisor/manager that will positively achieve our service outcomes
10. Encouraging young people to use their voice and influence to provide better services.
11. Explore all housing options including the completion of applications to Leeds Homes and support to attend housing assessments.
12. Ensure all necessary records are properly maintained in line with policies and procedures on young person files, finance and administration.
13. Network, develop and maintain positive relationships with relevant individuals, agencies and the community to promote and market the service as appropriate, including attendance at events.
14. Responding to emergencies and prioritising workload accordingly.
15. To work in a manner that reflects the professional boundaries of the role.

Core & Cluster properties

1. Prepare accommodation for young people and settle young people in organising practical tasks, e.g. operating the boiler, understanding the utilities.
2. Support the young person to manage their tenancy, such as practical help with cooking, budgeting, being a good neighbour and emotional support.
3. Support the health & safety and maintenance checks which are required (example fire alarms are working, garden is tidy, contractors have satisfactorily completed work).
4. Proactive liaison with contractors and utility firms.
5. Conduct weekly room checks and delegate tasks to team members as required.

Independent Living Skills

1. Create learning opportunities for the young people to develop their skills manage their tenancy, such as practical help with cooking, budgeting, being a good neighbour and emotional support.
2. Ensure a young person is aware of the conditions of their Tenancy Agreement, taking tenancy action if required e.g. ASB, rent arrears.
3. Carry out property and communal area Health and Safety checks, where possible with the young person, follow up any work required including reporting of general and emergency repairs in accordance with Health and Safety.
4. Responsibility for providing a clean, secure, safe, shared space where young people meet with staff, have group activities which could be educational, recreational or professional.

Safeguarding

1. Ensure that the welfare of the young people you work with is at the forefront of the support you deliver and changes to risk are identified and escalated appropriately.
2. Ensure support plans and risk assessments are completed within the correct timescales and reviewed when new risks have been identified (including Safety Plans as appropriate).
3. Complete CAADA DASH forms.

4. To participate in and attend child protection case conferences, police interviews as a responsible adult, case reviews including family case conferencing and Public Law Outline proceedings. To be the “Early Help” lead person when appropriate.
5. Following the OWL Safeguarding protocol, you will be expected to refer any safeguarding concerns you have, in the first instance, to either an OWL Manager or OWL Team Leader and to appropriate agencies including Police and Social Care

Cash Handling

1. To support young people on supervised spending, e.g. leaving care grants and grants secured from charities following the cash handling protocol.
2. Responsible for a small petty cash budget for young people associated activities.

Team Working

1. To work in a supportive, collaborative manner with colleagues within OWL, and other professionals including: Young Persons Social Care, Neighbourhood Police Teams, Youth Offending Service, to maximize the best possible outcomes.
2. Ensure that relevant information is communicated to managers, agencies and the wider partnership (both verbally and by updating case note records) to ensure continuity utilising OWL’s data protection and confidentiality policies.
3. Support the team to mentor Assistant Housing Support Workers, community volunteers, apprentices, trainees and students where appropriate
4. Organise service user involvement events including those where young people can give feedback about the service offered to them.
5. Completion of surveys both in house and external requests.
6. To facilitate engagement with the organisation’s other projects, and to refer to external agencies if required, to ensure that the young person has support to access education, training and employment opportunities.
7. Responding to young people’s support needs and dealing with any urgent or crisis situations arising.
8. Always represent OWL in a professional manner upholding the values of the organisation.

General

1. To take part in regular, reflective supervision and appraisals to ensure both the maintenance of a good quality service and also personal and professional development.
2. To attend any required training that will increase proficiency in the delivery of this service.
3. To attend any meetings as deemed necessary by line management.
4. To contribute to the effective monitoring and evaluation of this service and ensure positive outcomes are evidenced.
5. To work within the organisational policy and procedure framework.
6. To work specifically with the organisation’s Equal Opportunities and Diversity Policy, promoting diversity and difference in all aspects of the work.
7. Always represent OWL in a professional manner by upholding the values of both OWL and the Employing Organisation.

Rota in detail:

Core & Cluster Earlys / Lates. Three week rota.

Early = 7.30am - 3.30pm. Late = 2.30pm-10.30pm. Each shift = 7.5 working hours.

14 shifts in 3 weeks = 105 hours = 35 hours per week PLUS 2 hours for team meetings / training

	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
HSW1	E	E	E		L	L	L	L			E	E	E	E		L	L	L			
HSW2	L			E	E	E	E		L	L	L				E	E	E		L	L	L
HSW3		L	L	L				E	E	E		L	L	L	L			E	E	E	E

Please note this job description is intended to provide a guide to the general duties and responsibilities of the role the post holder is expected to adopt a flexible approach to the tasks. It should not be regarded as a contractual document. It will be reviewed regularly and may be varied at the discretion of the OWL Partnership.

PERSON SPECIFICATION

HOUSING SUPPORT WORKER – OWL CORE AND CLUSTER

Experience, Skills & Abilities
<p>Essential</p> <ul style="list-style-type: none"> • 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 • Able to work on a set rota pattern including evenings, weekends, and bank holidays. <p>Desirable</p>

- 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

Knowledge & Qualifications

Essential

- Have or be willing to work towards Level 3 – Diploma for the Children and Young People’s Workforce or equivalent
- 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

Other

- The ability to undertake a shift rota pattern shown below.

Early = 7.30am - 3.30pm. Late = 2.30pm-10.30pm. Each shift = 7.5 working hours.

14 shifts in 3 weeks = 105 hours = 35 hours per week + 2 hours a week towards staff meetings / training

	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S		
SW1	E	E	E		L	L	L	L				E	E	E	E		L	L	L				
SW2	L				E	E	E	E		L	L	L			E	E	E			L	L	L	
SW3		L	L	L				E	E	E			L	L	L		L			E	E	E	E