

Job Description

Job Title	: Housing Support Worker - OWL
Team	: Dispersed Team - OWL
Responsible to	: Dispersed Team Leader - OWL
Responsible for	: N/A
Hours	: 37 per week
Salary	: £23,937.68
Leave	: 25 days, rising to 30 days after two years
Location	: South Leeds although you could be asked to be based at any TLA location

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 and Turning Lives Around. 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.

You will hold a caseload of young people working with them to achieve independent living skills. A critical part of this is ensuring accurate case notes and monitoring systems are kept up to date. You will play an active part in the team; feeding into service improvements including mentoring other staff and volunteers. You will support the provision of a flexible service which may on occasions mean working out of normal hours on limited occasion to provide support.

Key Responsibilities

Service Delivery

1. Identifying and assessing young people's support needs (including doing risk assessments) and ensuring support is provided that is sensitive to the client group and reflects Best Practice.
2. Contribute to a 'no-wrong door approach' being embedded in service delivery.
3. To work restoratively with a young person to address challenging behaviour and give feedback on successes.
4. To work in a manner that reflects the professional boundaries of the role.
5. Build professional supportive relationships with young people, introduce them to opportunities in their community as identified in the young person's support plan (e.g. leisure, education, training etc.) and support to attend when required.
6. To work positively with a young person around issues such as poor motivation and low expectations/aspirations, emotional support and confidence building.
7. To liaise and build supportive relationships with a young person's family 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. Work with the young person to develop a structured person-centred support plan to ensure move-on from trainer flats, pre-tenancy and floating support and develop their independence.
10. Exploring all housing options including the completion of applications to Leeds Homes and support to attend housing assessments.
11. Ensure all necessary client related records, including financial, are properly maintained in line with policies and procedures.
12. 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.
13. Support visits to be made at the most suitable venue e.g. a young person's tenancy, within the community, at friends or family homes.
14. Responding to emergencies and prioritising workload accordingly.
15. Assisting a young person to engage with the Leeds City Council's 'Bidding Process'.
16. Supporting the young person and working with partner agencies to overcome any hurdles to move on, including support to access private rented landlords and Housing Associations.
17. To assist a young person to move on from OWL accommodation in compliance with contract requirements.
18. To support the provision of a flexible service
19. Carry out all other duties commensurate with the remuneration and level of responsibility of this job role.

Safeguarding

1. Ensure the welfare of the young people in the service is at the forefront of the support you deliver and that changes to risk are identified and escalated appropriately.
2. Support plans and risk assessments are completed within the correct timescales and Safety Plans are up to date.
3. To complete CAADA DASH forms.
4. To participate in and attend child protection case conferences, case reviews including family case conferencing and Public Law Outline proceedings.
5. To be the "Early Help" lead person when appropriate.
6. Following the OWL Safeguarding protocol, in referring any s 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.

Property and Tenancy Management

1. Participate in the allocation and preparation of accommodation for young people.
2. Support individuals to move into accommodation (including organising practical tasks and benefit claims, setting up utilities).
3. Support young people to understand the conditions of their tenancy including rent liability & Anti-Social Behaviour.
4. Ensure that a young person is aware of any tenancy enforcement actions that are being considered and only carry out such actions as a last resort.
5. Carry out property Health and Safety checks, follow up any work required including reporting of general and emergency repairs in accordance with Health and Safety.

6. Liaise with colleagues, landlords and contractors to organise repairs.
7. Contribute to timely turn-around of vacant properties ensuring optimum utilisation to fulfil OWL's contractual KPIs.

Cash Handling

1. To support service users on supervised spending, e.g. grants from charities & LC grant following the cash handling protocol.
2. The collection of any personal charges and any rent payable from young people in OWL accommodation.

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, and 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 feedback surveys both in-house and external requests.
6. Facilitate the young person's engagement with the organisation's other projects and services; refer to external agencies if required; and ensure that the young person has support to access education, training and employment opportunities.
7. Support colleagues in responding to young people's support needs and in dealing with any urgent or crisis situations arising.
8. Cover drop-in duty and reception as and when required; giving advice, dealing with visitors, taking referrals and messages etc.

General

1. Take a positive approach to professional development by updating skills and knowledge to ensure quality service delivery including training in safeguarding procedures, Early Help, First Aid, C-Card Scheme and Health and Safety.
2. To attend any required training that will increase proficiency in the delivery of this service.
3. To take part in regular, reflective supervision and appraisals to ensure both the maintenance of a good quality service and personal and professional development.
4. To attend any meetings as deemed necessary by line management.
5. To contribute to the effective monitoring and evaluation of this service and ensure positive outcomes are evidenced.
6. To work within the organisational policy and procedure framework.
7. To work specifically with the organisation's Equal Opportunities and Diversity Policy promoting diversity and difference in all aspects of the work.
8. Always represent OWL in a professional manner by upholding the values of both OWL and TLA

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

**PERSONAL SPECIFICATION
HOUSING SUPPORT WORKER**

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 <p>Desirable</p> <ul style="list-style-type: none"> • 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
Knowledge & Qualifications
<p>Essential</p> <ul style="list-style-type: none"> • 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

- An ability to work flexibly between the hours of 9am – 5pm