Job Description

Job Title: Housing Support Worker (Core & Community Cluster Team)
Team Responsible to: Locality Team South
Responsible for: N/A
Hours: 37 hours per week
Salary: £28,080 plus weekend working enhancement
Leave: 25 days rising to 30 days after two years

Outline of Post

Turning Lives Around is part of a consortium delivering the Our Way Leeds service; a housing related support service for vulnerable young people, aged 16-25, including those leaving care who are moving into independent living for the first time. The service is regulated by Ofsted. The consortium has GIPSIL as the lead provider, alongside Turning Lives Around and Foundation.

Support workers work under the guidance of the Registered Service Manager and team leaders within Ofsted's regulatory framework, to support young people's individual needs, maximise independence and work towards successful move-on into independent living.

This post is for a Housing Support Worker in the Core & Cluster service, consisting of a four-bed shared property with a staff office on site, and 11 units in the nearby community.

The role of Housing Support Worker is key to providing high-quality support for our young people and ensuring that risk and safeguarding issues are addressed.

Housing Support Workers carry a 'case load' of young people and provide regular 1 to 1 support in young people's homes and within the community up to three times a week.

One of the key principles of service delivery and Ofsted regulation is that the voice of young people is central to the planning and delivery of effective support.

The Core & Cluster service operates 24 hours a day, 7 days a week. An example of the rota for the housing support worker post can be found below. The shift pattern includes bank holidays:

E= 7:30am – 3:30pm
M= 9:00am - 5:00pm
L= 1:00pm – 21:00pm
Each shift = 7.5 working hours

Day of week:	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
Week 1	E	E	E	E	E																
Week 2								L	L	L	L	L									
Week 3															M	M	M	M	M		

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 Turning Lives Around and the Our Way Leeds Partnership.

Main Responsibilities:

1. Develop positive and collaborative relationships with young people, partner agencies and families, if appropriate.
2. Work alongside young people and other agencies, if relevant, to develop and review support plans and risk assessments, to ensure young people's needs are met
3. Ensure young people are provided with information and guidance to access relevant services and support
4. Raise and manage safeguarding concerns as appropriate and act in accordance with OWL and Turning Lives Around safeguarding policies and procedures.
5. Respond to emergencies and prioritise workload effectively
6. Maintain timely and accurate records of all aspects of a young person's support.
7. Maintain appropriate professional boundaries at all times
8. Prepare and manage void accommodation in line with service targets
9. Support young people to move into accommodation
10. Support young people to develop their independent living skills and manage their tenancy, such as practical help with cooking, budgeting, paying rent and service charges, being and good neighbour and emotional support
11. Carry out any required health and safety checks and report repairs in a timely manner, which may involve liaising with contractors.
12. 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.
13. To attend any required training that will increase proficiency in the delivery of this service.
14. To attend any meetings as deemed necessary by line management.
15. To contribute to the effective monitoring and evaluation of this service and ensure positive outcomes are evidenced.
16. Keep up to date and work in accordance with policies, guidelines, procedures and practices, including Ofsted regulation requirements
17. To work specifically with the organisation's Equal Opportunities and Diversity Policy, promoting diversity and difference in all aspects of the work.
18. You may be required to perform any other duties as the organisation may reasonably require. You undertake to work to the best of your ability and use your best endeavours to promote, develop and extent the group's business interests.

Person Specification

Approach	**Essential**	**Desirable**	**Identified by:** **A=application** **I=interview** **E=exercise**
Able to build and maintain trusting relationships whilst maintaining appropriate professional boundaries and respecting confidentiality	X		A I E
Show respect in the workplace, have a commitment to Equality and Diversity and be non-judgemental and be able to challenge discrimination	X		A I
Demonstrates flexibility in approach to work	X		A

and open to and supportive of change and new ways of working			I
To understand and display professional boundaries & confidentiality	X		A I
Understanding of teamwork and how to assist colleagues and managers	X		A I
Can demonstrate a commitment to professional development	X		A

Knowledge & Skills			
Good verbal, written and numeracy skills sufficient to be able to make accurate written records	X		A I
The ability to support young people to identify need and risk and plan for positive goals and outcomes.	X		A I E
To be able to develop young people's independent living skills and provide practical support to young people	X		A I
Ability to maintain timely and accurate records as per requirements of the service contract	X		A I
Competent in the use of a PC, particularly the use of Office 365, including MS Word, Outlook and SharePoint	x		A
To have a understanding of the impact of childhood trauma and poor mental wellbeing.	X		A I
Knowledge of the statutory services for young people and care leavers		X	A
Knowledge of child/adult protection and safeguarding	X		A I

Experience			
Experience of working with vulnerable people in either a paid or voluntary capacity		X	A I
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	X		A I
Experience of using support services or have lived experience		X	A
Experience of housing management		X	A I
An understanding of health & safety in the workplace		X	A I
Knowledge of the provision for single homeless people in Leeds		X	A
First Aid trained		X	A