

OUR WAY LEEDS – OWL Emergency Accommodation JOB DESCRIPTION

Hours: 37 hrs p/w

Salary: £23,937.68 per annum (plus weekend and bank holiday enhancement)

Location: Our Way Leeds, (Seacole) - Emergency Accommodation LS8

Responsible To: Scheme Manager

SPECIFIC REQUIREMENTS OF THE POST

Immediate support and accommodation is provided by OWL Emergency, Turning Lives Around Young Person's Emergency Access part of Our Way Leeds.

Here young people, largely aged 16-25 years-old who are homeless with additional vulnerabilities, can be quickly referred to access 24 hrs emergency accommodation and support.

The scheme has nine emergency beds, providing short term accommodation, plus three shorthold tenancies enabling a longer stay.

PURPOSE OF THE POST

To undertake a key workers role and to address and manage risks to individuals and provide practical support.

As this is a 24 hour staffed service it is essential that the post holder can work a shift work pattern that encompasses early, late and day shifts, weekends and bank holidays according to the needs of the service. Shift changes may be required at short notice.

DUTIES AND RESPONSIBILITIES OF THE POST

The job description is issued as a guide to the main duties and responsibilities of the post; it is not intended to be definitive.

Communication

- Communicate effectively with different stakeholders – clients, carer's, colleagues.
- Development of effective relations with individuals and organisations
- To represent the service positively and professionally at organisational and external meetings.
- To attend as required multi agency meetings coordinated by the single point of access to discuss specific cases where additional flexibility is required.
- Maintain & provide accurate and appropriate records and reports as required
- To provide information about OWL Emergency, TLA and OWL to people/agencies interested in the organisation's work.
- Ensure information is dealt with in accordance with organisational policies around Confidentiality, Communications, Internet, Email and Telecommunications and steps are taken to ensure that confidential information is secure e.g. volunteer and client data.

Co Production

- To work collaboratively with others particularly - clients, staff team, professionals from partner agencies and commissioners to provide a high quality and responsive service.

- To work in partnership with the young person's pathway providers. To establish and maintain links and good relationships with other pathway providers, key referral agencies/organisations to ensure a multi-disciplinary approach to client's needs.
- To work alongside the Scheme Manager to promote and develop a team commitment to client empowerment and peer mentoring in line with TLA's policies and procedures.
- Work at all times as part of a team, this includes working with other staff, attending, team and staff meetings and developing a teamwork approach to all aspects of the organisation's work

Service Delivery

- To deliver services effectively to clients, carers, stakeholders i.e. commissioners, colleagues.
- To work towards agreed service targets.
- Maintain relevant written/electronic confidential records in line with Data Protection legislation and TLA's policies and procedures
- To adhere to referral, allocation and admission process of the service
- Monitor & review the support given and outcomes achieved in relation to assessed need and individual goals.
- To ensure clients are given comprehensive information and advice regarding appropriate housing and support options with the overall aim of seeking positive outcomes within the service move on timescales
- Ensure that all anti-social behaviour incidents and complaints are investigated and appropriate action taken
- Be able to use computer/laptop and data collection software and be able to carry out administrative & monitoring tasks associated with the running of the service.
- Provide monitoring information and reports as part of funding and organisational requirements and for TLA Trustees/Supervisory Boards as required
- Carry out administrative and monitoring tasks associated with the running of the service
- To take appropriate action in line with TLA policy and procedures in instances where the Licence Agreement is broken.
- Assist with the induction and supervision of the work of volunteers, students or work placements including supporting them to carry out support work tasks
- To prepare accommodation for re-letting to maximise availability as and when directed by the Scheme Manager
- To operate within the aims, policies and practices of OWL Emergency, TLA and OWL at all times.
- To be a committed member of a team working flexibly to facilitate and enable full service delivery

Client Support

- Undertake a key worker role with a small case load of clients
- Undertake comprehensive risk and needs assessments, support plans and reviews with clients, centred on their needs. Devise support plans that will meet desired outcomes.
- To provide appropriate and high quality support to clients in a range of ways that meet identified need.
- Support clients to achieve their individual goals in line with the OWL Emergency remit, with a key focus on maintaining their accommodation and a positive move on.
- Help clients to gain the skills they need to live independently, develop resilience and to respond to and manage issues
- Promote positive approaches to Health and Wellbeing
- To ensure clients claim all necessary benefit entitlements including Housing Benefit.
- To signpost clients to specialist services and make referrals as required.
- To develop and maintain professional working relationships with wide range of agencies in order to ensure a multi-disciplinary approach to clients support needs
- To ensure that clients receive time limited and outcome focused support. The duration of stay will be informed by the client's need and their planned outcomes.
- To ensure that clients are given the opportunity and are encouraged to take an active role in decision making about how the service is run.

- To ensure that clients are appropriately and effectively involved in management structures of the Scheme and OWL.

Safeguarding and Risk Management

- To ensure that clients are safe from harm and abuse at all times by adherence to and promotion of TLA's safeguarding procedures.
- To work within the processes set out by Leeds Safeguarding Board

Continuous Improvement

- Ensure you look at ways to do things better which deliver positive outcomes from an individual, service and organisational perspective
- With the Scheme Manager and Senior Housing Support Worker develop and improve services, integrating good practice with the service delivery model.
- Contribute to the ongoing monitoring and Quality Improvement Framework for the service.
- To keep abreast of good practice guidance and approaches and assist the Scheme Manager and Senior Housing Support Worker to embed this in the service as and when appropriate

Equality and Diversity

- Active commitment to equality and diversity and showing this through performance and responsibilities

Health Safety and Security

- Maintain and promote the health, safety and security of everyone in the service and anyone who comes into contact with it directly or through the actions of the organisation

Personal and Professional Development

- To develop yourself as well as contributing to the development of others.
- Be responsible for personal learning and development where appropriate and undertake training, both mandatory and optional, to increase knowledge, skills and awareness.
- To be inducted, supervised, trained, performance managed and appraised in line with the organisation's competency framework policies and procedures
- Meet individual performance standards as required against OWL Emergency performance indicators and contracted funding requirements
- To accept management supervision.
- Work at all times as part of a team, this includes working with other staff, attending team and staff meetings and developing a teamwork approach to all aspects of the organisation's work
- To contribute to and undertake required training to ensure psychologically informed, solution focused practice
- To meet individual performance standards as required against OWL Emergency performance requirements and Competency Framework.

To undertake any other duties commensurate with the post as determined by Scheme Manager and the Organisation.

RELATIONSHIPS

The post holder will be expected to work as part of a team maintaining a close working relationship with other colleagues, clients and external agencies.

PHYSICAL CONDITIONS

Some light lifting at times and cleaning of rooms & building is required.
Office based and computer use is essential.

SOCIAL CONDITIONS

The job description is issued as a guide to the main duties and responsibilities of the post; it is not intended to be definitive.

This post will require a small degree of lone working.

A high level of emotional resilience and tolerance is required to successfully undertake the post as you will be supporting young people with challenging and complex needs.

Emergency Access Hostel – at times a high pressured environment.

This post requires the successful candidate to work flexibly as required to meet the needs of the service and client group.

TLA reserves the right to move staff to other sectors of the organisation as and when required so as to meet organisation requirements.

QUALIFICATIONS

An NVQ Level 3 qualification in one of the following IAG or Housing, Health & Social Care or equivalent is desirable. If the successful applicant does not hold one of these qualifications they must be prepared to work towards a nominated NVQ level 3 within their first 18 months of employment.

SPECIAL REQUIREMENTS

TLA requires applicants to disclose all criminal convictions and cautions; no matter how long ago they occurred and regardless of whether the offences were committed as a juvenile or adult, including any overseas cautions or convictions. The organisation undertakes an Enhanced Disclosure and Barring Service (DBS) check for all successful candidates and a confirmed offer of employment is dependent on a satisfactory response from the DBS.