

Job Description

Job Title	: Evening and Weekend Support Worker
Responsible to	: Team Leader
Responsible for	: N/A
Hours	: 22.5 per week
Salary	: £14,556.70
Leave	: 25 days rising to 30 days after 2 years pro rata

Purpose of the job

This role is part of Young People's Housing Related Support Service Our Way Leeds (OWL), delivered by a consortia 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 part of a support team delivering tailored housing related support to young people who are working towards living independently in their own tenancies. The locality team has both group living arrangements, dispersed tenancies and visiting support. You will work alongside various teams providing evening and weekend support on a fortnightly rota pattern.

Your face-to-face work with young people will contribute to and develop them to become independent and maintain a home of their own. You will support the team in the implementing and review of a personal support plan and risk assessment whilst building a professional supportive relationship with the young people you are supporting. This will include working with project workers to support group or social activities.

Main Duties and Responsibilities

Service Delivery

- To work collaboratively and in partnership with the locality teams; when appropriate lead on a young person's assessment of support and risk where the overall goal is growth towards independence balanced with safety.
- Look to share and direct pieces of work in line with guidance from the Locality management team and young person's personal support plan.
- You will ensure OWL service reflects best practice, seeks to build on strengths and provides a service that is sensitive to the young person's needs. Wherever possible encouraging young people to use their voice and influence to benefit them and others.
- To work restoratively with the young person to address challenging behaviour and give feedback on successes.
- To work in a manner that reflects the professional boundaries of the role.

- 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.
- To work positively with a young person around issues such as poor motivation and low expectations/aspirations/ emotional support/confidence building.
- To liaise and build supportive relationships with a young person's family as appropriate.
- 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.
- 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.
- Exploring all housing options including the completion of applications to Leeds Homes and support to attend housing assessments.
- Ensure all necessary records are properly maintained in line with policies and procedures on young person files, finance and administration.
- 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.
- 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.
- Responding to emergencies and prioritising workload accordingly.

Safeguarding

- The welfare of the young people you work with is at the forefront of the support you deliver. For all young people receiving support from OWL it is your role to 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).
- To complete CAADA DASH forms.
- To participate in and attend child protection case conferences, case reviews including family case conferencing and Public Law Outline proceedings. To be the "Early Help" lead person when appropriate.
- Following the OWL Safeguarding protocol, you will be expected to refer any safeguarding concerns you have, in the first instance, to either a Locality Manager or Team Leader and to appropriate agencies including Police and Social Care.

Property Management

- Prepare accommodation for young people, and move young people into accommodation (including organising practical tasks, e.g. setting up of utilities)
- To ensure a young person is aware of the conditions of their Tenancy Agreement taking tenancy action if required e.g. – ASB; rent arrears;

- 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
- Liaise with colleagues, landlords and contractors to organise repairs
- Bidding with the young person. 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.
- To assist a young person to move on from OWL accommodation in compliance with contract requirements.

Cash Handling

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

Team Working

- Working as part of a rota to provide evening and weekend support to young people supported by an OWL Locality team.
- To work in a supportive, collaborative manner with colleagues within OWL including and professionals including Young Persons Social Care, Neighbourhood Police Teams, Youth Offending Service to maximize the best possible outcomes.
- 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 general data protection regulations and confidentiality policies.
- Provide support and guidance for community volunteers, apprentices, trainees and students where appropriate
- Support events including those where young people can give feedback about the service offered to them.
- Completion of surveys both in house and external requests.
- To facilitate engagement with internal and external agencies to ensure that the young person has support to access education, training and employment opportunities.
- Represent OWL in a professional manner upholding the values of the service at all times.

General

1. To ensure accurate and timely record keeping on the systems used
2. To take part in regular, reflective supervision and appraisals to ensure both the delivery of a high quality service and personal and professional development.
3. To attend any required training that will increase knowledge and proficiency in your specified area of work.
4. To attend any meetings as deemed necessary by management.
5. To work collaboratively and restoratively with colleagues, stakeholders, service users, consortium partners and other agencies.

6. To contribute to the effective monitoring and evaluation of OWL services ensuring all outcomes are evidenced.
7. To work within the organisational policies, procedures and values, including the organisation’s Equality & Diversity Policy, promoting diversity and difference in all aspects of work.

Rota in detail:

Weekend Support worker. Two-week rota.

2 evening shifts per week plus 2 weekend shifts per fortnight = 43 hours per fortnight with 1 hour per week towards supervision/training/meetings outside of standard rota hours

Please note the rota shown below is an example. Weekend shifts will be fixed and days of weekday shifts may be varied

	M	T	W	T	F	S	S	M	T	W	T	F	S	S
	17:00-	17:00-				7:45-	7:45-				17:00-	17:00-		
HSW	22:00	22:00				20:15	20:15				22:00	22:00		

**PERSON SPECIFICATION
EVENING & WEEKEND SUPPORT WORKER**

Detailed below are the essential and desirable criteria required of applicants for the above post. The “Essential Requirements” indicate the minimum requirements, whilst the “Desirable Requirements” are additional attributes to enable the applicant to perform the duties of the post more effectively, or with little or no training. They are not essential but may be used to distinguish between acceptable candidate

ESSENTIAL REQUIREMENTS

- Work on a two-week rota which involves working Saturday and Sunday every other week and may include bank holidays.

<p>Skills and Qualifications</p> <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 • The ability to communicate clearly, both verbally and in writing, with service users, colleagues and external agencies. • To have good literacy and numeric levels • The ability to support service users who in addition to being homeless have other support needs. • The ability to support service users to identify need and risk and plan for positive goals and outcomes. • To be able to respond appropriately to instances of challenging behaviour. • The ability to work positively and effectively in a team.
--

- Show respect in the work place and have a commitment to Equality and Diversity
- Be non-judgemental and be able to challenge discrimination.
- Ability to use Microsoft packages to a basic level e.g. word processing and spreadsheets

Desirable:

- Ability to network and develop rapport with others quickly and easily
- To have a current full driving licence, and access to a car for work purposes.

Knowledge

Essential:

- To have an awareness of the effects of homelessness
- Have an understanding of the impact of poor mental wellbeing
- To understand and display Professional Boundaries
- Provide advice and assist service users to obtain alternative housing.
- Knowledge of child/adult protection and safeguarding issues

Desirable:

- To have an awareness of the needs of single homeless people.
- A basic understanding of Health and Safety at work policies.
- Knowledge of the provision for single homeless people in Leeds.
- Knowledge of the statutory services for young people and children looked after and care leavers.
- Awareness of trauma informed practice and restorative practice
- Has an up-to-date working knowledge of Welfare Benefits
- Understands how Quality Frameworks influence working practices

Experience

- A minimum of one years' experience of working with vulnerable people in either a paid or voluntary capacity
- Of key working and support planning processes
- 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:

- Experience of working with a wide range of agencies to ensure positive outcomes.
- To have worked within the provision of Supported Housing