

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	: 27,000
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

There are two posts available, however one position is subject to Schedule 9 (1a) of the Equality and Diversity Act 2010 applies to this position. There is a genuine occupational requirement for one of the two post holders to be male

Purpose of the job

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 OWL Dispersed Service, supporting young people in properties we manage and in the community, predominantly in South Leeds. 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.

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 OWL dispersed service operates 9-5, Monday to Friday.

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

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. Maintain timely and accurate records of all aspects of a young person's support.
5. 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 a good neighbour and emotional support
6. Work with the young person to develop a structured person-centred support plan to ensure move-on from supported accommodation, pre-tenancy and floating support.
7. Exploring all social and private housing options, including the completion of applications to Leeds Homes, support to attend housing assessments and support with Leeds City Council's 'bidding process.'
8. Respond to emergencies and prioritise workload effectively
9. Raise and manage safeguarding concerns as appropriate and act in accordance with OWL and Turning Lives Around safeguarding policies and procedures.
10. Prepare and manage void accommodation in line with service targets
11. Support young people to move into and out of accommodation
12. Carry out any required health and safety checks and report repairs in a timely manner, which may involve liaising with contractors.
13. Cover office duty on a rota basis: giving advice, addressing visitors, taking messages etc.
14. 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.
15. To attend any required training that will increase proficiency in the delivery of this service.
16. To attend any meetings as deemed necessary by line management.
17. To contribute to the effective monitoring and evaluation of this service and ensure positive outcomes are evidenced.
18. Keep up to date and work in accordance with policies, guidelines, procedures and practices, including Ofsted regulation requirements
19. To work specifically with the organisation's Equal Opportunities and Diversity Policy, promoting diversity and difference in all aspects of the work.
20. 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.

**PERSONAL SPECIFICATION
HOUSING SUPPORT WORKER**

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 and open to and supportive of change and new ways of working	X		A 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
To be able to develop young people's independent living skills and provide practical support to young people	X		A I E
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 an 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 E
Experience			
One years' experience of working with vulnerable people in either a paid or voluntary capacity		X	A I E
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