



## **JOB DESCRIPTION**

### **MY GAFF Leeds: INTENSIVE SUPPORT WORKER**

**Location: Lowell House Leeds Middleton Crescent LS11**

**Hours: 37 hours per week**

**Salary: £28,080**

Lowell house provides accommodation and intensive housing related support to 5 young people enabling them to have choice and control through a personalised responsive and flexible service underpinned by trauma informed approaches. Independence will be encouraged whilst improving and sustaining individuals long term wellbeing and ability to live as independently as they choose. There are workers on site 24hr 7 days a week

#### **Purpose of the post**

To provide focused, housing related support to 18 -25yr olds who may have experienced a lack of stability with accommodation. Some of these young people may have multiple and complex needs and or display high risk behaviors. They may have experienced repeated offending, mental health issues, sexual and criminal exploitation. Many will have had adverse childhood experiences, lived in care and will be familiar with statutory services. The postholder will work in collaboration with colleagues and our partners to address and manage risks to individuals and provide practical support which will enable young people to move on to more independent accommodation in a structured and timely way.

#### **Duties & responsibilities**

Develop and maintain liaison with referral and support agencies in order to ensure a multi-disciplinary approach to clients' needs

Undertake comprehensive risk and needs assessments and support plans with clients based on their complex needs

Work co-productively with clients, volunteers, peer mentors and professionals from partner agencies to provide an appropriate, responsive service.

Provide comprehensive information and advice to clients regarding appropriate housing and support options

Undertake a key worker/co-key worker role in collaboration with external partners

Demonstrate a commitment to client participation in line with TLA policies and procedures.

Promote client empowerment and peer mentoring

To at all times work within, adhere to and promote TLA's Safeguarding procedures to ensure that clients are safe from harm and abuse.

Able to use a computer and data collection software and be able to carry out administrative & monitoring tasks associated with the running of the service

Implement the admissions policies of the service, including issuing and monitoring Occupancy/Licence Agreements.

Maintain relevant written/electronic confidential records in line with Data Protection legislation and TLA policies and procedures.

Collect any rent and charges that are due from clients and to maintain accurate records of these in line with TLA policies and procedures.

To undertake the full range of housing management duties related to this service including room cleaning and preparation.

Promote and work within financial policies and procedures with clients regarding personal charge collection and arrears control

Address and report issues of anti-social behavior appropriately and inform line managers.

Report on repairs and maintenance needs in line with TLA procedures

Work always as part of a team, this includes working with other colleagues internal and external to the organisation, attending team and staff meetings and developing a teamwork approach to all aspects of the organisation's work.

Be inducted, supervised, performance managed and appraised in line with the organisation's performance management policies and procedures

Meet individual performance standards as required against TLA performance and contracted funding requirements.

Be responsible for own personal learning and development where appropriate and undertake training, both mandatory and optional, to increase knowledge, skills and awareness

Supervise the work of volunteers, students or work placements daily including supporting them to carry out support work tasks

Represent the service positively and professionally at organisational and external meetings

Operate within the aims, policies and practices of the organization always and to be committed to and promote the organisation's equal opportunities and anti-discriminatory policies.

Provide information about the organisation as a whole and the Lowell service to people/agencies interested in the organisation's work.

Undertake any other duties commensurate with the post as determined by the organisation

**Specific requirements of the post**

Able to work a flexible pattern that encompasses early & late shifts, weekends and bank holidays according to the needs of the service. Shift changes may be required at short notice due to unexpected absences.

**Physical conditions**

Some light lifting and cleaning of accommodation is occasionally required.

**Social conditions**

We reserve the right to move staff to other areas within TLA as and when required so as to meet organisation requirements.

**Qualifications**

An NVQ Level 3 in Housing, Management / Health and Social Care or equivalent is desirable. However full training will be given. Including induction training and mentoring.

**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. The organisation undertakes an Enhanced Disclosure & Barring Service (DBS) check for all successful candidates and a confirmed offer of employment is dependent upon a satisfactory response from the DBS.

Written August 25

Next Review: By October 27



## PERSON SPECIFICATION SHAP 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 candidates

### REQUIREMENTS

- Personal resilience, Empathy, patience and understanding.
- No Blame shame or judgement.
- Ability to deescalate challenging situations.
- Positive behaviour management.
- Flexible skillset to meet clients needs.
- Person centred practice.
- Flexible communication skills.

### Qualifications

- Good literacy & Numeracy skills

### Skills

- Good written and verbal communication skills incorporating the ability to communicate with people
- Ability to use a computer, particularly Word and Outlook
- An understanding of the need for confidentiality and data protection when dealing with confidential information
- Ability to assess risk and need and plan for positive goals and outcomes
- Ability to respond appropriately to conflict and challenging behaviour
- Adhere to and work within policies and procedures
- Excellent organisational skills including time management, planning and working under own initiative
- Ability to work in a trauma informed way

**Knowledge**

- The issues relating to homelessness and vulnerability
- An understanding of, commitment to and ability to work within Safeguarding policies and procedures
- Trauma informed approaches

**Behavioral and Other Job-Related Characteristics**

- Demonstrate a respectful, supportive attitude to clients
- Understanding of the diverse needs of individuals and being able to treat everyone fairly and equally
- Committed to empowering clients to become involved in the organisation and it's surrounding community
- Able to plan, organise and undertake own workload appropriately
- Enthusiastic, reliable, motivated and resilient (calm under pressure)
- Understand, establish and be committed to professional boundaries
- Committed to own learning and development and new ways of working
- Demonstrate commitment to the organisation's values and aims
- Able to work flexibly to meet the needs of the clients and the service.
- Commitment to trauma informed practice

**DESIRABLE REQUIREMENTS****Skills**

- Hold a current full driving license and access to a car.

**Qualifications**

- A relevant academic or vocational qualification e.g. in Social Work, IAG or an NVQ in Housing, Health and Social Care or equivalent.

If you would like more information or to visit the scheme before applying please contact Sarah Sharp, Senior Manager at [ssharp@turninglivesaround.co.uk](mailto:ssharp@turninglivesaround.co.uk)

# Guidance Notes on Completing The Application Form

**Important – Please Read Carefully**

## **Guidance Notes On Completing The Application Form**

You are advised to read the following notes carefully as, the decision to shortlist you for interview will be based solely on the information you provide in the Application Form.

### **Safeguarding Statement**

TLA is fully committed to safeguarding and promoting the wellbeing of all children, young people and adults. TLA will take all reasonable steps to promote safe practice and protect children, young people and adults from harm, abuse and exploitation.

### **Examine the job pack**

All Job Information Packs for the posts with TLA contain:

- Relevant Job Description and Employee Specification
- Application Form
- Equal Opportunities Monitoring Form
- Guidance notes on completing the Application Form

### **Equal Opportunities**

TLA is committed to treating our staff, fairly. We ensure that we do not discriminate against people because of age, ethnic or national origin, nationality, race, religious belief, gender, marital status, sexuality, responsibility for dependents, impairment, trade union or political activity, and any other disadvantaged group.

### **Disabled Applicants**

A disability or health problem does not preclude prospective applicants from consideration for a job and applications are encouraged from disabled people. Disabled applicants who meet the essential criteria of a vacant post are guaranteed an interview. If you are successful in gaining an interview for a post you are asked to inform us of any arrangements, which may need to be made in order for you to attend an interview.

### **Canvassing**

You must not canvass existing staff members of TLA in relation to your application. This means you must not seek the support of existing staff members when completing your application form or attempt to ask them to influence the decision – if you do, you will be disqualified

### **Criminal Convictions**

Under the terms of the Rehabilitation of Offenders Act 1974, all of TLA's jobs are classed as those for which applicants must declare all criminal convictions/cautions regardless of whether or not they are spent.

### **Presentation**

- Use a **black pen** or type your Application Form so it can be photocopied;

- Do **not** attach more than **one** additional sheet to the Application Form. More than one additional sheet will be discarded at the short listing stage;
- Check spelling and ensure you have answered every question;
- Remember to sign the Application Form to declare that the information you have provided is accurate;
- Keep a copy of the Application Form for reference;
- Make sure that you send the form to the correct address;
- Make sure your Application Form arrives before the closing date, as TLA does not accept late applications.

## **Completing the Application Form**

### ***General***

Make sure that you read the Application Form fully before you write anything. Write out your Application Form in rough first to help you organise your thoughts. Ensure the information you provide is accurate. Applicants who conceal or misrepresent relevant information at any stage during the recruitment process are liable for disqualification.

### ***Employment Experience***

Complete this section as fully as possible giving exact dates. When you cannot remember specific dates, provide as good an indication of the time involved as possible.

### ***Qualifications***

Where specific qualifications are required for the position, this will be included in the Job Description and Employee Specification. You should complete this section giving details of relevant examination results and grades. If your application is successful, you will be required to provide verification of these qualifications at interview.

**CV's are not** accepted.

## **Information In Support of Application**

- Please read the Job Description and Employee Specification carefully, so you understand what the position involves.
- Ask yourself why you are interested in the position, for example would it be a promotion or alternatively a good career move sideways to broaden your experience?
- Do not simply repeat your career history. Pick out the competencies required by the Job Description and Employee Specification and provide evidence that you possess them on the Application Form.
- Applicants declaring a disability may submit more than two additional sheets, and, therefore, provide additional information in order that consideration may be given to reasonable adjustments.
- Please note that applicants will only be short listed if they demonstrate that they meet the essential requirements of the employee specification that can be assessed from the application form. Please ensure that you address all areas of the employee specification.
- You must therefore give evidence, which shows how you meet the specification. If the specification states "able to use initiative and work unsupervised" it will not be sufficient to say "I can work unsupervised and show initiative" you must quote examples of your work/life which demonstrate these attributes.

- Mention any relevant experience you have acquired outside work, such as community voluntary or leisure interests.
- Above all, gear your application to this specific job.
- Internal applicants must not assume any prior knowledge by the recruitment panel and must give full details.

## Employee Information

The following is some useful information, which should answer a few questions you may have about working with TLA.

### Annual Leave

The annual leave period runs from 1 April to 31 March. The annual leave entitlement is 25 days, rising to 30 days after 2 years with a pro rata entitlement for part time staff and the current year.

In addition workers normally receive statutory bank holiday.

Part time workers receive a pro-rata entitlement.

### Pay

You will be paid monthly by Direct Credit into your Bank or Building Society on 15<sup>th</sup> of every month. Where the 15<sup>th</sup> falls on a Saturday or Sunday you will be paid on the proceeding Friday.

### Pension

All employees are entitled to join Turning Lives Around Auto Enrolment Pension Scheme

### Maternity Leave

In addition to the statutory provisions, Maternity Leave and pay are granted to those employees wishing to return to their own job after their leave.

### Period of Notice

The period of notice you are required to give to terminate your employment is four weeks unless otherwise stated.

### Bodyline Membership

TLA has a corporate membership of LCC's Bodyline gym, swimming pools and fitness classes, which gives a 20% reduction in memberships.

### Probationary Period

All staff members undertake a 6-month probationary period of employment. Successful completion of this results in the worker being confirmed in post

### Relatives of Members or Officers

Candidates for any appointment with TLA must disclose any relationship with a TLA staff member. Candidates who fail to do so shall be disqualified from appointment. Recruitment and Panel members are also required to disclose any relationship known to exist with a candidate for an appointment.

### EAP

As a Mindful Employer TLA offers Employee Assistant Programme where free confidential counselling and support service is available for all employees.

### DBS Checks

All employees will be required to have a satisfactory Enhanced DBS check undertaken prior to being confirmed in post.

### Protection of Children Act 1989 & 2004 and the Criminal Justice and Court Services Act 2000

It is an offence for any organisation to offer employment that involves regular contact with young people under the age of 18 to anyone who has been convicted of certain specified offences, or include on lists of people considered unsuitable for such work held by the Department of Education and Employment and the Department of Health. It is also an offence for people convicted of such offences to apply for work with young people.

### Rehabilitation of Offenders Act 1974

Under the above Act, candidates are required to give details of any convictions, which are not 'spent'. Failure to do so may render you liable to summary dismissal. If anyone is sentenced to more than 2½ years in prison then that conviction can never become 'spent'. It is the sentence imposed by the Court that counts (even if it is a suspended sentence). **Not** the time actually spent in prison.

### References

At least two references will be requested for the preferred candidate following interview. One should be from your current/most recent employer. TLA reserves the right to undertake further checks on references regarding information provided at interview.

### Data Protection

We are required under the General Data Protection Regulation 2018, to inform you that details of your name, address and the post applied for will be held on computer to facilitate the recruitment process and that information you provide on the Equal Opportunities page will also be held in order to monitor the effectiveness of our policies.

For occupations in social care, the law expects you to declare all convictions, even if they are spent.

## **RECRUITMENT AND SELECTION APPEAL PROCEDURE**

TLA aims to ensure that its recruitment and selection procedures are both fair and transparent.

If you feel that your application has been discriminated against, or that the selection procedure has been unfair or biased against either your application form or your performance at interview, you have the right to complain.

Please state the nature of your complaint below. We will aim to respond to your complaint within 5 working days of receipt.

<b>Name:</b>		<b>Post applied for:</b>	
<b>Address:</b>			
<b>Grounds of complaint</b>			
<b>Signature:</b>		<b>Date:</b>	