



JOB DESCRIPTION

MY GAFF Leeds: INTENSIVE SUPPORT WORKER

Location: Lowell House Leeds Middleton Crescent LS11

Hours: 37 hours per week (Part-time Applicants would be considered)

Salary: £28,080

👁️ Looking for a job where every day is different, your coffee goes cold because you're busy making a difference, and your work genuinely changes lives?

We're looking for a Housing Support Worker (Days) to join our amazing team at Lowell House! 🌟

🕒 37 hours per week

This isn't your average 9–5.

You'll be the lead professional for a group of young people, building trusted relationships, helping them achieve their goals, navigating life's challenges, celebrating every success (big or small), and supporting them on their journey towards independence.

We're looking for someone who:

💙 Is kind.

🤝 Builds trust, not judgement.

🌱 Believes every young person deserves a fresh start.

💡 Thinks creatively when things don't go to plan.

🎉 Can celebrate the small wins just as much as the big ones.

📅 Is organised enough to keep support plans on track while still being the calm in the chaos.

You don't need a cape... but you do need compassion, resilience, a good sense of humour, and the belief that every conversation has the potential to change someone's future.

No two days are the same. One minute you might be helping someone apply for benefits or write a budgeting plan and the next you're supporting them to set up their first home, attend appointments, or simply reminding them that someone believes in them.

If you want a job where you'll laugh, learn, be challenged, and go home knowing your work really mattered...

We'd love to hear from you.

Come and help us create brighter futures, one young person at a time. 💙

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 young people over 18, 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 always 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 required.

Social conditions

We reserve the right to move staff to other areas within TLA as and when required 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 26



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 its 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**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