

**JOB DESCRIPTION: SUPPORT WORKER, LOFT HOUSE**

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|  | **Post:** | **Support Worker – Loft House** |
|  | **Hours:** | Full time. Average waking hours: 32 per week plus a maximum of 92 sleeps per calendar year.  Continuous rolling rota pattern of 4 days on, 4 days off over 365 days (Christmas and New Year shift cover are allocated separately.) |
|  | **Salary:** | Starting at £28,732.80 (annual increments subject to successful appraisals) |
|  | **Place of Work:** | Bolton, Greater Manchester |
|  | **Reports to:** | Service Manager |

**Our Vision:**

Backup North West believe no young person should experience homelessness. For the young people that do, Backup aims to be an outstanding provider of high quality, holistic housing and support services.

**Purpose:**

* To provide high quality support and accommodation for homeless young people aged 16-25.
* To enable an introduction to independent living, while offering a safe environment to live and learn.
* To prevent homelessness and reduce risk.

**Works with:**

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| *Externally:* | Local Authorities, Landlords / property owners, Benefits Agency, Housing Benefit, Maintenance Departments, Police, partner and potential partner voluntary agencies offering complimentary services, young people aged 16-25 years. |
| *Internally:* | Project Manager, Senior Managers, Business Support Team, other BACKUP schemes and teams and colleagues. |

**Loft House**

The Loft House aims to provide intensive daily support to homeless 16-25 year olds including care leavers who are not ready or able to live independently and need to learn the life skills to prepare them for move on. The scheme is part of BACKUP North West, which already provides various other services for young people. Each young person will work to an agreed support plan and be empowered to follow routines in the scheme that will support their transition into independent living. The work will be done in line with the company values; commitment, honesty, empathy, empowerment, respect, resilience, support.

**Our Values: Cheerrs !**

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| * *Commitment* | * *Honesty* | * *Empathy* | * *Empowerment* |
| * *Respect* | * *Resilience* | * *Support* |  |

**Key Responsibilities**

**Building resilience within young people**

* Building their confidence and self-esteem.
* Developing their social and communication skills.
* Improving their motivation.
* Helping them to set goals and plan for their future.
* Support them to improve their future employability - CV writing and interview skills; re-entering education and seeking, securing and maintaining employment.
* Helping them to access positive, low cost activities and make meaningful use of their time.
* Engaging with young people in order to sustain their supported accommodation.
* Engaging with other specialist services.

**Provide a comprehensive support and service that meets the highly quality standards set by BACKUP.**

* Develop effective and professional working relationships internally and externally promoting a positive image of the service and of BACKUP North West
* Sign up new young people, go through license agreements with them and complete housing benefits claim and records.
* Ensure service meets the standards required under management agreements and contracts
* Induct young people in the conditions of stay and show them their bedsits/flats and the building of occupation
* Record information promptly and accurately as per scheme procedures
* Ensure the quality of service to young people is not compromised and standards are maintained to the highest level at all times
* Where necessary, in line with Scheme guidelines utilise the support interventions and exclusions policy
* Encourage young person participation and involvement. (To reduce likelihood of isolation and anti-social or unsafe behaviour)
* Deal with EDT/ emergency services and GM Police were necessary
* Effective management of emergencies
* Produce incident reports
* Ensure service meets the best practice standards required under any management agreements and various RSL’s, ensuring best practice
* Ensure BACKUP complaints process is used to inform service standards
* Liaise with agencies and local authority departments on young person or scheme based queries
* Review and update all case notes, young person files, service risk alerts/ assessments, food hygiene, health & safety logs
* Produce correspondence, reports & minutes accurately & timely
* Ensure compliance with the Scheme’s policy and practices in relation to the allocation of tenancies under the referral process.

**Support Work**

* Ensure support service is young person focussed and complies with BACKUP policies and practices, statutory & regulatory requirements & all funding contracts
* Engage each young person in a support plan that includes as a minimum: daily routines, managing the tenancy, budgeting and specific issues relating to the individual young person in line with an assessment of needs and risk.
* Engage with young people to promote independent living and young person engagement
* Provide 1-2-1 and group support to young people
* Produce and Review case notes, young person’s files, service risk alerts/assessments
* Oversee support plans that address all pathways of support required including health and wellbeing of young people

**Provide Staff Support**

* Provide mentoring, support & training for volunteers and bank staff ensuring staff are motivated to work to the best of their ability
* Daily handover following end of shift, with update on any actions/issues
* Ensure bank staff & volunteers comply with all Backup North West’s policies and procedures
* Encourage young people to access Drop-Ins and other activities organised through colleagues (as appropriate)

**Participate in promotional activities, fundraising and other outings and activities with residents**

* Occasional working outside normal hours, and outside Bolton boundaries (where required)
* Attending appointments, events, promotions for BACKUP
* Promote where possible BACKUP values and demonstrate agreed behaviours.

**Rent and Income Management**

* Check income status weekly to prevent accrual of arrears.
* Assist young person in devising repayment strategy (where required).
* Take appropriate action to recover unpaid rent and other charges
* Complete and manage Housing Benefit applications and any subsequent changes as a matter of urgency.

**Provide Financial Support**

* Manage petty cash and submit expenditure returns
* Keep accurate records, including making up-to-date Housing Benefit applications and to ensure a prompt information flow with BACKUP North West office.
* Implement BACKUP North West policies and procedures in a conscientious manner.
* Monitor payment by residents of service charges
* Support Project Manager to recover unpaid rent and other charges
* Keep void times to a minimum

**Provide Premises Management**

* Preparation of rooms for occupation between lets - aiming to maintain high standards of accommodation
* Maintain a safe and secure environment for young people
* Undertake light cleaning duties, minor repairs and domestic tasks, including putting out refuse and undertaking laundry.
* Use Backup North West approved contractors for property maintenance and supply of household goods
* Responsible for Health, Safety and well-being off all staff, young people and visitors
* Responsible for the building - fixtures, fittings, furniture and equipment
* Ensure building is adequately cleaned and maintained and repairs reported
* Conduct regular building risk assessments, fire drills, risk assessments, accident book, food hygiene records comply with Health & Safety Requirement
* Responsible for security of the premises

**Maintain Information systems**

* Ensure office filing is maintained
* Comply with GDPR
* Maintain accurate client and property records
* Create new files and archive old files as required
* Accurate reporting of statistics on use of service as required
* Daily updates to referral agencies including Leaving Care team
* Update SASSHA system daily, alerting housing benefit of any changes.

**Flexibility**

* Be flexible in approach to work in order to meet the needs of our young people
* Be flexible in approach to supporting young people
* To undertake any other duties as may be requested by Backup North West Directors/ Project Manager, broadly consistent with the job description and level of the post
* Provide training, assistance and adequate cover for colleagues as necessary

**Policies & Legislation**

* Adhere to all BACKUP systems, policies and procedures
* Take personal responsibility for the Health, Safety & Welfare of the working environment, escalating issues to responsible person were necessary
* Actively follow Health & safety Policy, procedures and safe systems of work
* Comply with Equality, Inclusion and Diversity policies and regulation.
* Reporting any issues linked to safeguarding vulnerable adults and/or children.
* Upholding safe and efficient working policies and practices, undertake supervision and training.

**Person Specification**

**The following requirements will be assessed by what has been written on the Application Form (only those meeting all of the Essential Requirements will be invited to interview:**

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| **Requirement** | **How will we assess this - Application Form (A), Test (T) or Interview (I) ?** | | **Is this:** | |
| **Education / Qualifications** | **Essential ?** | **Desirable ?** |
| Degree or equivalent relevant qualification | A | |  | √ |
| Minimum 2 GCSE (or equivalent) qualifications graded C or above, in English and Maths | A | | √ |  |
| Professional related qualification NVQ3 | A | |  | √ |
| Safe Manual Handling certificate | A | |  | √ |
| Food Hygiene Qualification | A | |  | √ |
| Appointed first aid certificate or equivalent | A | |  | √ |
| Enhanced DBS check | An Enhanced DBS Check is needed for this role - this will be carried out by BACKUP before appointment. | | | |
| **Knowledge / Work Experience / Skills** | **How will we assess this - Application Form (A), Test (T) or Interview (I) ?** | | **Essential ?** | **Desirable ?** |
| Minimum of 1 years’ experience of working within a similar setting, or role with vulnerable young people (full-time equivalent) – ***please refer to the groups listed within our Purpose***. | | A | √ |  |
| Experience of enabling change and managing positive outcomes for young people | | A | √ |  |
| Knowledge of equal opportunities and anti-discriminatory practice | | A | √ |  |
| **Knowledge / Work Experience / Skills contd.,** | **How will we assess this - Application Form (A), Test (T) or Interview (I) ?** | | **Essential ?** | **Desirable ?** |
| Experience working directly with young, disadvantaged or vulnerable young people | | A | √ |  |
| Experience of working with (young) people in crisis | | A |  | √ |
| Knowledge of the causes and effects of homelessness | | A | √ |  |
| Knowledge of welfare benefits and housing benefits | | A |  | √ |
| Excellent written and verbal communication skills | | A | √ |  |
| **Personal Skills / Attributes** | | **How will we assess this - Application Form (A), Test (T) or Interview (I) ?** | **Essential ?** | **Desirable ?** |
| Able to work under pressure and to tight deadlines | | A | √ |  |
| Reacts to changes well, inclined to respond quickly and resourcefully | | A | √ |  |
| Willing to participate in in-service training and attend meetings outside normal working hours | | A | √ |  |
| Ability to mediate and diffuse challenging situations | | A | √ |  |
| Commitment to the charity ethos and its values. This includes being willing to promote the charitable activities (fundraising and promotional opportunities.) | | A | √ |  |

**Person Specification**

**The following requirements will be assessed at interview:**

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| **Requirement** | **How will we assess this - Application Form (A), Test (T) or Interview (I) ?** | | **Is this:** | |
| **Knowledge / Work Experience / Skills** | **Essential ?** | **Desirable ?** |
| Knowledge of health & safety issues at work | | I | √ |  |
| Knowledge & awareness of safeguarding | | I | √ |  |
| Ability to work in own initiative | | I | √ |  |
| Effective Team player | | I | √ |  |
| Knowledge of cash handling, financial recording, budgeting | | I | √ |  |
| Ability to undertake cleaning and domestic duties | | I | √ |  |
| **Personal Skills / Attributes** | | **How will we assess this - Application Form (A), Test (T) or Interview (I) ?** | **Essential ?** | **Desirable ?** |
| Active commitment to helping young people (age 16-25 years) | | I | √ |  |
| Demonstrate high levels of integrity, can do attitude & practical approach | | I | √ |  |
| Excellent interpersonal skills, in particular ability to develop relationship of trust with young people | | I | √ |  |
| Ability to encourage and develop participation by young people | | I | √ |  |
| Enthusiastic, caring & non- judgemental approach | | I | √ |  |
| Effective time management | | I | √ |  |

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| **Personal Skills / Attributes contd.,** | **How will we assess this - Application Form (A), Test (T) or Interview (I) ?** | **Essential ?** | **Desirable ?** |
| Ability to communicate at all levels and gain rapport with others quickly and easily | I | √ |  |
| A calm, professional and methodical approach in crisis situations | I | √ |  |
| Able to make decisions | I & T | √ |  |
| Able to adapt to a fast paced, changing environment, demonstrating an adaptable and flexible approach to circumstances | I | √ |  |
| Willing to work occasional weekends, evening and public holidays as necessary | I | √ |  |

**Person Specification**

**The following requirements will be assessed by practical tests on the day of the interview:**

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| **Requirement** | **How will we assess this - Application Form (A), Test (T) or Interview (I) ?** | | **Is this:** | |
| **Knowledge / Work Experience / Skills** | **Essential ?** | **Desirable ?** |
| Excellent IT Skills incl. Outlook, Word, PowerPoint, Excel & Access & Use of SASSHA rent, referral, resident & property database | | T | √ |  |
| Numeracy skills | | T | √ |  |
| Strong organisational and planning skills, able to prioritise | | T | √ |  |
| **Personal Skills / Attributes** | | **How will we assess this - Application Form (A), Test (T) or Interview (I) ?** | **Essential ?** | **Desirable ?** |
| Able to make decisions | | I & T | √ |  |

Review

The details contained in this Job Description reflect the content of the job at the time it was prepared. However, it is inevitable that over time the nature of individual jobs will change; existing duties may be lost and other duties gained without changing the general character of the duties or the level of responsibility entailed. Consequently, the Trustee Board will expect to revise this Job Description from time to time and will consult with the post holder at the appropriate time.

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| Name: |  | Signed: |  | Date: |  |