

**JOB DESCRIPTION: SUPPORT WORKER, REDDS PLACE**

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|  | **Post:** | **Support Worker – Redds Place** |
|  | **Hours:** | Full time. Average waking hours: 32 per week plus a maximum of 92 sleeps per calendar year.  Continuous rolling rota 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 in a short stay and assessment unit for young people aged 16-25 homeless and may have multiple/complex needs.
* 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. |

**Redds Place**

Redds Place provides a short-term assessment centre placement for our young people before moving on into appropriate supported housing. The scheme is part of Backup North West, which already provides various other services for young people. The purpose being to offer the accommodation as direct access and deal with support issues simultaneously so a full assessment can be undertaken.

**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.**

* Participate in a direct access rota over 365-days a year
* Deliver an assessment centre for homeless young people
* Deliver high-support, welfare and housing management to keep our young people safe
* Assess needs and risk continuously
* Develop effective and professional working relationships internally and externally promoting a positive image of the service and of Backup North West
* Support our young people in achieving the goals in their support plan.
* Record information promptly and accurately as per scheme procedures;
* Where necessary, in-line with local guidelines, enforce warnings and exclusions policy
* Encourage young person participation and involvement.
* Engage emergency services and other statutory agencies where necessary
* Produce incident reports
* Review and update all case notes, risk alerts/assessments, health and safety logs
* Produce correspondence, reports/minutes accurately and timely
* Ensure compliance with Backup’s policies and procedures.

**Support Work**

* Ensure support service is young person focussed and complies with BACKUP policies and practices, statutory & regulatory requirements & all funding contracts
* Ensure service meets the standards required under management agreements and contracts
* Ensure BACKUP complaints process is used to inform service standards
* Produce and Review case notes, young person’s files, service risk alerts/assessments
* Produce correspondence, reports & minutes
* Effective management of emergencies
* Oversee support plans that address all pathways of support required including health and wellbeing of young people

**Provide Staff Support**

* 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 the Drop-In 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**

* Keep accurate records.
* Monitor payment of service charges
* Support Project Manager to recover unpaid rent and other charges
* Keep void times to a minimum (in-line with local standards)
* Manage petty cash and submit expenditure returns

**Provide Premises Management**

* 24-hour service provision with concierge facility; allowing access to young people at all times
* 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 assessing and supporting young people; taking into account their chaotic behaviours and past experiences.
* 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 of 2 GCSE qualifications A –C (9 – 4) in Maths and English, *or equivalent* | 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: |  |