

# BACKUP North West JOB DESCRIPTION



## JOB DESCRIPTION

<b>Post:</b>	Trainee Support Worker (12 months)
<b>Hours:</b>	Full time and Part time
<b>Salary scale:</b>	<b>£10.50 per waking hour in year 1 plus where applicable £40.60 per sleep shift.</b> Convert to Support Worker salary after 12 months and completion of training.
<b>Hours of Duty</b>	Varies depending on the project.
<b>Location and Setting:</b>	Bolton.
<b>Accountable/ Reports to:</b>	Senior Project Manager (or any other delegated role)
<b>Works with:</b>	Externally, works with local authorities, benefits agency, Housing Benefit, Maintenance, police and voluntary agencies, young people aged 16-25 years. Internally, works with Manager, Directors, CEO, Business Administrators, BACKUP teams and colleagues.
<b>Overall purpose:</b>	To empower young people to gain the confidence to live independently and actively within their local community. To achieve this, you will coordinate and key work a caseload and: <ul style="list-style-type: none"><li>■ Provide a support service to homeless young people aged 16 – 25 years, accommodated by BACKUP.</li><li>■ Engage and complete an evidence-based work portfolio during the first 12 months of the role.</li><li>■ Undertake a variety of different functions across the various Backup teams (as agreed with your line manager).</li><li>■ Provide a housing management service for the properties managed by BACKUP</li></ul>

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## Key Responsibilities

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

- Agree a practical support plan appropriate to each resident that will enable them to develop the skills necessary for independent living and maintaining their tenancy;
- Conduct support sessions with each resident as and when required (at least weekly) to help them to achieve the targets in their support plan;
- Liaise with other agencies to improve the service that BACKUP can offer to residents;
- Consult with and involve young people in matters affecting the delivery of the support and housing service
- Referring young people to other services including internal Chances Team, counselling, mediation, substance misuse, domestic abuse etc.
- Support young people to responsibly manage their finances inc budgeting and debt management
- Electronically record information promptly and accurately as per scheme procedures; (this involves being IT literate)
- Ensure the quality of service to residents is not compromised and standards are of the highest level at all times;
- Where necessary, in line with Scheme guidelines, utilise the Support intervention & exclusions policy
- Offer support to residents who are employed with evening and/or weekend visits as required. Use TOIL to manage time worked.

## Support Work

- Ensure support service is client focussed and complies with BACKUP policies and practices, statutory & regulatory requirements & all funding Contracts
- Ensure service meets the standards required under management agreements ensuring best practice
- Produce and Review case notes, resident files, service risk alerts/ assessments
- Produce correspondence, reports & minutes

### **Participate in promotional activities, fundraising and other outings and activities with residents. (occasional)**

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

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## **Prepare properties for re-letting.**

***With Time being of the essence, the following must be completed quickly & efficiently;***

- Complete a void inspection, checking for repairs and any health and safety issues relating to property and furnishings.
- Liaise with the partner Registered Housing Providers re: void works and monitor progress to minimise void periods;
- Arrange for any repairs or internal decoration for which BACKUP is responsible;
- Re-stock property with furnishings etc to Scheme standard;
- Liaise with any utility company to ensure that all necessary supplies are available.
- Complete a final check of property prior to letting to ensure the flat meets all current health and safety standards.
- Sometimes cleaning of properties is required, light cleaning duties.

## **Assess the housing needs of all referrals and to allocate a suitable property.**

- Interview potential residents and sign up those who are accepted into the property, ensuring that all prospective service users are treated fairly.
- Conduct in-depth interviews of young people who have been referred to BACKUP, involving any care worker.
- Assess compatibility of the young person referred and the property, taking any previous history into account.
- Identify and check references, completing a risk assessment.
- Carry out an accompanied viewing of the property prior to making a final offer.
- Assist the young person to understand and complete the tenancy agreement and any Housing Benefit forms. This involves a detailed explanation of the consequences of breaching the tenancy agreement, esp. neighbour nuisance and arrears

## **Manage rent arrears**

- Check income status weekly to prevent accrual of arrears.
- Assist tenant in devising repayment strategy.
- 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
- Manage Housing Benefit Claims to enable scheme to maximise rental income, updating details as and when required

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- To keep accurate records, and adhere to all financial procedures.
- To implement BACKUP policies and procedures in a conscientious manner.

## **Provide Premises Management**

- Prepare property for occupation between lets, aiming to maintain high standards of accommodation with regard to fixtures and fittings, furnishings, cleanliness and decoration;
- Maintain a safe and secure environment for residents, including monitoring access to the building and carrying out regular building checks, reporting repairs, liaising with the emergency services etc;
- Progress/resolve tenancy issues, linking pro-actively with the resident and housing officer to share information and any concerns regarding the tenancy in order to prevent nuisance, or other, problems from escalating.
- Ensure that all residents receive a correctly completed tenancy agreement at the beginning of their tenancy
- Monitor resident compliance with tenancy agreement, taking appropriate action when breaches occur.
- Check eligibility for Housing Benefit and for any change of circumstances on a regular basis, as circumstances of young people change quickly.
- Conduct property checks for signs of disrepair, health & safety or security issues.

## **Maintain Information systems**

- Update our SASSHA system daily, alerting housing benefit of any changes
- Maintain accurate including making up-to-date housing benefit applications to ensure prompt information flow with the BACKUP office
- Ensure office filing is maintained
- Maintain accurate client and property records
- Create new and archive old files as required
- Accurate reporting of statistics on use of service as required to the Director, Management Committee or funders as appropriate

## **Flexibility**

- Provide training, assistance & adequate cover for colleagues as necessary
- Other duties broadly consistent with the job description and level of the post as requested by management.
- Be flexible in approach to work in order to meet the needs of users

## **Policies & Legislation**

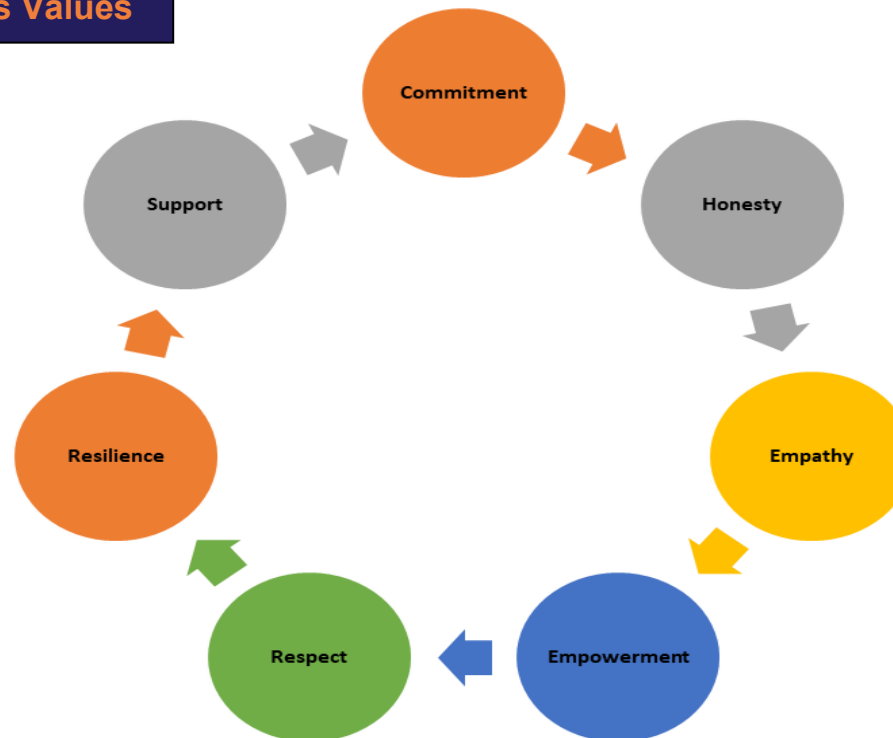
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- Adhere to all BACKUP systems, policies and procedures
- Take personal responsibility for the Health, Safety & Welfare of the working environment, escalating issues to responsible person where necessary
- Actively follow Health & safety Policy, procedures and safe systems of work
- Comply with Equal opportunities and diversity policies and regulation
- Co-operating with any legal steps or compliance as set down in company policy.
- Reporting any issues linked to safeguarding vulnerable adults and/or children, financial or other safeguarding concerns.
- Upholding safe and efficient working policies and practices, undertake supervision and training.

### BACKUP's Values



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## Person Specification

Please read our Tips for Completing your Application; if you cannot demonstrate how you meet our **essential criteria**, you will not be shortlisted.

Requirement	How will this be assessed - Application Form or Interview ?	Is this:	
Education / Qualifications		Essential ?	Desirable ?
Degree or equivalent relevant qualification	A & I		√
Professional related qualification NVQ3			√
Safe Manual Handling certificate	A		√
Food Hygiene Qualification	A		
Appointed first aid certificate or equivalent			
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			
Any experience of working within a similar OR social care setting			√
Understanding of enabling change and managing positive outcomes for young people			√
Experience working directly with young, disadvantaged or vulnerable young people			√

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Experience of working with (young) people in crisis – working with care leavers would be an advantage			√
Knowledge of equal opportunities and anti-discriminatory practice			√
Knowledge of health & safety issues at work			√
Knowledge and awareness of safeguarding			√
Knowledge of the causes and effects of homelessness		√	
Knowledge of welfare benefits and housing benefits			√
Ability to work in own initiative		√	
Effective Team player		√	
Excellent IT Skills			√
Knowledge of cash handling, financial recording, budgeting			√
Numeracy skills		√	
Strong organisational and planning skills, able to prioritise		√	
Excellent written and verbal communication skills		√	
Ability to undertake cleaning and domestic duties		√	

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Requirement	How will this be assessed - Application Form or Interview ?	Is this:	
		Essential ?	Desirable ?
<b>Personal Skills / Attributes</b>			
Active commitment to helping young people (age 16-25 years)		√	
Demonstrate high levels of integrity, can do attitude & practical approach		√	
Excellent interpersonal skills, in particular ability to develop relationship of trust with young people		√	
Ability to encourage and develop user participation		√	
Enthusiastic , caring & non- judgemental approach		√	
Effective time management		√	
A calm, professional and methodical approach in crisis situations		√	
Ability to mediate and diffuse challenging situations		√	
Able to work under pressure and to tight deadlines		√	
Able to make decisions		√	
Reacts to changes well, inclined to respond quickly and resourcefully		√	
Able to adapt to a fast paced, changing environment, demonstrating an adaptable and flexible approach to circumstances		√	
Willing to work occasional weekends, evening and public holidays as necessary		√	
Willing to participate in in-service training and attend meetings outside normal working hours		√	
Commitment to the charity ethos and its values. This includes being willing to promote the		√	

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charitable activities (fundraising and promotional opportunities.)			
Full clean driving licence and use of car is desirable. Candidates need to be aware of the expectations of the role and be able to meet the job requirements if no access to a vehicle as this job role involves regular travel across Bolton to support clients and stock flats and this can often be at short notice.			√

### 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