

### **Job description**

Weekend Night Housing Support Officer

Fixed Contract – Maternity Cover for between 9 months – 1 year

### **Organisational details**

Post to be based at:

YMCA East Surrey  
Hillbrook House  
68 Brighton Road  
Redhill  
Surrey  
RH1 6QT

**Responsible to:** Head of Housing

**Job purpose:** To provide housing support for residents delivering high quality support to empower them to make positive changes moving towards independent living in the community

### **Main responsibilities**

- ▶ Provide support to residents as well as other housing duties
- ▶ To induct residents into their accommodation, ensuring the terms of the tenancy are understood and all health and safety issues fully explained
- ▶ To understand and adhere to the journey guide for Housing staff
- ▶ To be confident in lone-working and to adhere to the lone-working policy
- ▶ Provide trauma informed support and take part in restorative practice
- ▶ To provide support for all residents and play a crucial role in their resettlement
- ▶ To take responsibility for the safety of the residents at the move on properties and adhere to procedures regarding contacting on-call staff, as and when required for emergency situations.
- ▶ To have a full understanding of fire safety and evacuation procedures
- ▶ To maintain the house rules, with reference to Housing policies
- ▶ To recognise the importance of (internal and external) partnership working in delivering support to people, and to facilitate partnership working where necessary and appropriate
- ▶ To be responsible and proactive in safeguarding adults, young people, and children at risk of harm in accordance with local and national guidelines and procedures. This includes showing a commitment to promote organisation-wide awareness, understanding of safeguarding and undertaking best practice. In addition, carrying out our legal and moral duties when responding to related concerns, disclosures, or allegations appropriately.
- ▶ To keep accurate records on the computerised data systems, this includes providing statistics and reports as directed by the Management Team
- ▶ To develop and maintain a good working knowledge of current welfare benefits
- ▶ To undertake other tasks which may from time to time be required by the Chief Executive and Housing Management as directed and required by Housing Management

Please visit our website or read our annual review for information about YMCA East Surrey’s work in the community. [www.ymcaeast Surrey.org.uk/annual-review](http://www.ymcaeast Surrey.org.uk/annual-review)

**Hours of work** – 33 hours per week, made of up three 11-hour shifts, each with a one-hour unpaid break

- Fridays 7pm – 7am
- Saturday 7pm – 7am
- Sunday 7pm – 7am

**Benefits** - The post holder will be entitled to free use of the YMCA East Surrey fitness centre in Redhill and half price YMCA childcare for dependents. There is on-site free parking. YMCA East Surrey also operates a Ride to Work Scheme.

**Pension** - There is a YMCA East Surrey pension scheme - details available on request.

**Person Specification**

<b>KNOWLEDGE</b>	
<b>Essential</b>	<b>Desirable</b>
Knowledge of supported housing provision	Equivalent CIH L3 in Housing, social work or youth work
Knowledge and understanding of the needs of young people	A current First Aid qualification
Understanding of working within Equal Opportunities and Diversity issues.	Knowledge of general duties of night work duties within supporting housing
<b>EXPERIENCE</b>	
<b>Essential</b>	<b>Desirable</b>
Experience of support work, housing or working with young people	Experience of working with disadvantaged young people
Understanding the importance of Safeguarding	Understanding of the YMCA
<b>APTITUDES AND SKILLS</b>	
<b>Essential</b>	<b>Desirable</b>
To have excellent communication skills and be a team player to contribute to team practice	Good communication skills, (written and verbal)
To have experience of group work and/ or 1-2-1 skills	Able to respect the ethos of the YMCA and uphold its values
Able to liaise effectively with external organisations	Skills in assessing needs in relation to housing and resettlement and to identify key areas for support
Competent computer skills –e.g. Word, Excel, SharePoint	To be a team player and take a flexible working approach
Proactive in organisation, with colleagues and clients	Understanding of unaccompanied asylum seekers legislation, their settlement and move on
Willing to work unsocial hours including weekend and bank holidays.	To develop and maintain good working relationships and encourage resident participation
To hold a current full driving licence	Ability to monitor and evaluate work