Job Profile Supported Housing Support Worker

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| Reporting to | Supported Housing Manager/Deputy Supported Housing Manager | Job Level: |
| Service area | Housing services | * Entry level/Ancillary * Service Delivery * First Line Manager/Qualified Practitioner/ Specialist * Manager/Clinical Supervisor/Senior Specialist * Senior Operational Management * Strategic Leadership |
| Location | Guildford, Surrey | |
| Contract | 37.5 hours per week / Permanent | |

Where you fit

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# Job Purpose

# The Supported Housing Support Worker supports a caseload of young people with multiple and complex needs, providing supported housing services and coaching them so they can articulate and achieve their aspirations and ambitions, and acquire the skills they need to live independent and fulfilling lives.

# About us

We help children and young people have a fair chance to be who they want to be. We do this by providing a safe home, increasing life skills and self-confidence, and improving emotional wellbeing and mental health. Each year, we support thousands of children and young people up to the age of 25 across Sussex and Surrey. We offer support in three service areas:

* Housing provision and sustaining accommodation
* Specialist information, advice and support
* Emotional wellbeing and mental health

We are a member of the YMCA Federation of England & Wales and are guided by their vision of *‘transforming communities, so all young people can belong, contribute & thrive’.* This vision reflects the original Christian foundation of the YMCA movement, but with a clear emphasis on being an inclusive organisation.

**Our values** - we do what’s right, we work with heart, and we build real connection - guide us in all our actions.

A close-up of a sign

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# Service

Guildford Foyer provides 24 hour supported accommodation housing up to 34 young people aged 16-25 who have multiple and complex needs, including many who are unaccompanied asylum-seeking young people. We adopt a trauma informed and psychologically informed approach to supporting our residents to help them build essential life skills, identify their goals and work towards aspirations so that they can move on to enjoy fully independent futures. We have a dedicated team of Support Workers, Night Workers and additional Bank Workers who provide support, guidance, and signposting around areas such as housing, budgeting, living skills, jobs and relationship building. Situated in the centre of Guildford, the service has strong links with and contributes to the local community.

# What you will be doing

### Coaching and engagement

1. Coach an agreed number of young people so they can articulate their aspirations and ambitions and take the lead in acquiring the skills they need to live independent and fulfilling lives
2. Deliver one to one key work sessions, co-produce groupwork and activities, and champion Passport to Independence, YMCA DownsLink Group’s support model, so that residents can access tailored solutions that meet their needs, wishes and aspirations
3. Work creatively and effectively alongside young people to inspire and encourage them to develop their talents as they seek employment, volunteering, and training opportunities
4. Ensure young people are encouraged to take responsibility for their own personal development, to engage with the services on offer and build strong networks and connections within the local community to sustain their journey when they move on
5. Ensure young people’s views, aspirations, concerns, and ideas are sought so they can play an active role in influencing the services they receive
6. Ensure consistent standards of safeguarding and Trauma Informed Practice when supporting young people, observing our safeguarding procedures, and keeping yourself and residents safe by respecting professional boundaries
7. Assess and monitor the risks presented by young people to ensure they can keep themselves safe and, where possible, continue their development
8. Record all safeguarding concerns, incidents and accidents and share appropriately with the wider team, your manager and, if necessary, the Safeguarding Practice Manager
9. Maintain client records on In-Form (client database) detailing the young person’s journey in relation to their strengths and needs, any risks, and any outcomes (to monitor service performance)

**Housing**

1. Promote a credit culture, encouraging young people to keep up to date with all payments for rent
2. Coach young people to manage their occupancy agreement and adhere to house rules, in preparation for independent living
3. Maintain up-to-date knowledge of housing and welfare benefits for young people and be well-informed on significant changes to housing law to help them access all support available to them
4. Deal effectively with non-compliance issues, such as non-payment of rent or damage to room, using restorative practices and working collaboratively with the rest of the team
5. Share in the duty management of the building(s), maintaining and ensuring the health and safety of the site(s) and its occupants
6. Respond to enquiries from statutory agencies and interview prospective new residents for accommodation, ensuring they have clear information on what the service offers and their own responsibilities within it (i.e. a clear ‘deal’)

**General**

1. Work as part of a team rota (which will include evenings and weekends) to ensure cover, and take responsibility for personal safety during periods of lone working
2. Participate in relevant continuing professional development and utilise Reflective Practice Supervision as part of leading psychologically informed practice
3. At all times comply with our policies and procedures (including Safeguarding, Data Protection and Equality and Diversity) and abide by the Code of Conduct
4. Carry out any other appropriate duties as directed by the Head of Operations and/or Supported Housing Manager

# Person Specification

**Knowledge & Experience**

* Experience of working proactively with a caseload of young people and/or adults with multiple and complex needs to enable them to achieve independent living
* Knowledge of statutory and voluntary resources available to young people or adults with multiple and complex needs
* Knowledge of the principles of psychologically informed environments, trauma informed care and strengths-based support
* Demonstrated confidence and competence in recording notes/actions in service log, incident forms and health and safety check lists
* Knowledge of good safeguarding procedures in relation to young people and/or or vulnerable adults, and the ability to maintain effective professional boundaries
* Understanding of, and commitment to, equality, diversity and inclusion

**Skills and Abilities**

* Ability to communicate clearly both verbally and in writing for appropriate recording of a resident’s progression, and to evidence outcomes achieved
* Ability to build and maintain strong relationships with all stakeholders, including signposting and advocating for clients as necessary
* IT skills, including proficiency in MS Office 365 package and client data management systems (training on YMCA DLG systems provided)
* Ability to work autonomously, and use own initiative, as well as being part of a team

**Qualifications and Training**

# Educated to GCSE/NVQ Level 2 in relevant subjects, or equivalent through relevant CPD training/experience relating to housing, support work, and/or working with young people or adults at risk

* Evidence of CPD relating to housing, support work and/or working with young people or vulnerable adults
* **Desirable:** Chartered Institute of Housing (CIH) Level 3

# Employee Declaration

I confirm that I have read, understood and agree to the expectations outlined in the profile:

Name: Date: Signed: