
Job description –Night Housing Support Officer - Bank Staff

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 undertake a wide variety of duties to include delivering high quality support and personal development opportunities to young people in our supported accommodation. To flexibly respond to individual needs and assist individuals to have the maximum opportunities to direct the support to live as independent as possible.

Main responsibilities

- ▶ Provide a trauma informed and restorative practices involving the supported individual, devise, review and update developmental support plans, record events and observations and keep appropriate records as require in the service.
- ▶ Support and contribute to the resourcing of interventions for residents in crisis situations, and/or manage physical risk or behaviour likely to cause incidents, in accordance with the individuals personal developmental support plan, risk management plan or service protocol.
- ▶ To induct residents into the accommodation, ensuring the terms of the licence agreement is understood and all health and safety issues fully explained.
- ▶ In line with Housing related policies, provide support in a way which equips individuals and with the confidence and skills to live more independent and sustainable lives, both in services and within the wider community.
- ▶ Develop and maintain professional working relationships and effective communication links with supported individuals, families/carers, recovery communities, service partners, funders, and other stakeholders.
- ▶ Attend and contribute to individual's Support Reviews with partnership agencies.
- ▶ To be confident in lone-working and to adhere to the Lone-working policy
- ▶ To have a full understanding of fire safety and evacuation procedures
- ▶ To be initiative-taking responsible to safeguard 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 and understanding of safeguarding, undertaking best practice, and conducting our legal and moral duties to respond to related concerns, disclosures, or allegations appropriately.
- ▶ Take responsibility for own personal development and learning and participate in on-going training as directed for the maintenance and development of relevant skills required within the job role, including attendance at team meetings and respective supervision meetings.
- ▶ Communication with line management as well as undertake other tasks which may from time to time be required by the Chief Executive and Senior Management

- ▶ To respond/attend to emergency situations that arise in other support YMCA East Surrey supported accommodation and have a full understanding of the on-call process.
- ▶ To cover the front reception desk of an evening and take any incoming calls and communications.
- ▶ Continuously contribute to service development and improvement.

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

Terms and conditions

Hours of work - 5pm – 4am or 9pm – 8am

Annual Leave – Four weeks plus bank holidays. Holidays increase after two years' service to a maximum of five weeks pro-rata after six years' service. The holiday year runs from 1 April to 31 March each year.

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 free parking available at YMCA East Surrey also operates a Bike to Work Scheme.

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

Person Specification

KNOWLEDGE	
Essential	Desirable
Knowledge of supported housing provision	Equivalent L3 NVQ or higher 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
EXPERIENCE	
Essential	Desirable
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
APTITUDES AND SKILLS	
Essential	Desirable
To have excellent communication skills and be a team player to contribute to team practice	Effective 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 collaborator and take a flexible working approach

Proactive in organisation, with colleagues and clients	Understanding of unaccompanied asylum seekers legislation and play a crucial role in 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