
Job description – Housing Support Officer

To be based at:

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

Directorate: Housing

Responsible to: Housing Support Manager

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 key 1-2-1 and group 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 Resident Journey policy as well as the Resident 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 at YMCA accommodation: in funded beds, non-funded beds, and children and adults seeking asylum. To 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
- ▶ Adhere to all items, actions and matters laid out in the Resident Journey Programme (RJP) policy including providing support and assistance to the Housing Support Manager
- ▶ 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 (AMIS database and Outcome Star), this includes providing statistics and reports as directed by Senior 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, including occasionally working at weekends and evening as directed and required by Housing Management

Hours of work - 35 hrs per week on a 4-week rota

Shift Pattern (subject to change)

- 8am – 4pm
- 9am – 5pm
- 11am – 7pm
- 1pm - 9pm

Salary - £30,031.09

Annual Leave – 231 hours annual leave. 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.

DAY HOUSING SUPPORT WORKER – Person Specification

KNOWLEDGE	
Essential	Desirable
Knowledge of supported housing provision and/or youth work services	Equivalent L3 NVQ or higher in housing, social work, or youth work
Knowledge of housing/hostel provision and/or youth work services	To have an understanding of a residents Licence Agreement
Knowledge and understanding of the needs of young people	To have a current First Aid qualification
EXPERIENCE	
Essential	Desirable
Experience of housing or hostels, or working with young people	Experience of working with young people / work with disadvantaged young people
Understanding the importance of Safeguarding	Understanding within the YMCA
APTITUDES AND SKILLS	
Essential	Desirable
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 manage time effectively and prioritise conflicting demands for self and others	Interviewing skills
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, Access	To be a team player 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
To hold a current full driving licence	
Ability to monitor and evaluate work	To develop and maintain good working relationships and encourage resident participation