

Job Description Housing Outreach Support Worker

Reporting to	Housing Support Manager
Service Area	Housing
Location	Hillbrook House
Hours of work	Bank Staff
Holidays	
Probation Period	
Contract Type	Bank (Time sheets)
Grade and Salary	£14.95

About us

YMCA East Surrey is a vibrant charity that has been actively supporting the local community since 1870. We help people to believe in themselves, support them to achieve their goals and inspire them to be the best they can be by providing services that focus on those who are vulnerable, have a disability or face disadvantage.

The Housing team at YMCA East Surrey consists of Hillbrook House in Redhill which offers safe, supported and affordable housing to 44 young people, 4 semi – independent move on properties offering accommodation for a further 31 young people and Next Step which is a Private Rented Sector Housing Scheme working closely with Reigate and Banstead Borough Council and Tandridge District Council for those with a housing need.

Job Purpose

To provide support to the Housing Support Team with tasks and duties that include taking residents to and from appointments in a responsible and competent manner, ensuring the safety of passengers, other road users, members of the public and yourself always.

Key Responsibilities

1. To take residents to and from appointments primarily using the YMCA vehicle, or on occasionally your own vehicle.
2. To be responsible for the safety, comfort and welfare of residents and staff while driving and be confident with lone working policies.
3. To adhere to YMCA East Surrey's Safeguarding policies and procedure and attend relevant safeguarding training.
4. To conduct driver's daily and weekly vehicle checks, and to conduct basic maintenance.
5. To report any vehicle defects, faults, incidents, and accidents.
6. To be responsible for the cleanliness of vehicles, inside and out and ensuring the vehicle is in a clean and roadworthy condition before and after use.
7. To refuel vehicles as required.
8. To maintain accurate records of vehicle usage.
9. To work within health and safety guidelines and other guidelines.
10. To work within the constraints and guidelines as set out in the staff handbook and the policies and procedures of YMCA East Surrey.
11. To undertake any other associated duties as required by Housing management.

12. Represent YMCA with professionalism and compassion, always maintaining a positive and inclusive public image.
13. Participate in training and taking responsibility for maintaining the knowledge and skills required for this role.
14. Take responsibility for your own health and safety and that of others, reporting any risk promptly.

Key Working Relationships

Internal

1. To build a positive and supporting working relationship with residents to provide a high standard of support and transportation related duties.
2. Work together as a team and support one another in a positive manner. Approach matters with the drive to problem solve.
3. To support Housing management and support officers with their roles.

External

1. Building positive working relationships with personal advisors, social workers, advocates, solicitors, and other key professionals related to your role and set tasks.
2. Work with external agencies such as local authorities, police, NHS, charities within the capacity of your role.

Management

1. To undertake tasks which may from time to time be required by the Chief Executive and Housing and Senior Management, including occasionally working outside of normal working daytime hours.
2. Promptly inform your line manager of any concerns in line with policies and procedures.

Legal Regulatory and compliance responsibility

- Ensure compliance with Safeguarding legislation and organisational safeguarding policies and follow guidance from relevant regulatory bodies as required.
- Always ensure compliance with UK GDPR and organisational data protection policies.
- Ensure rights and entitlements are delivered.

Person Specification

	Essential	Desirable
Education and Qualifications	<ul style="list-style-type: none"> • Working together to safeguarding children and safeguarding adults training or willingness to undertake. • To hold a current full driving licence and valid business use insurance policy. This must be evidence, and documents provided such as MOT certificate, insurance certificate and valid driving licence provided. 	<ul style="list-style-type: none"> • Category D1 on licence. • First Aid qualification. • Safeguarding training within the last twelve months.
Knowledge and Experience	<ul style="list-style-type: none"> • Knowledge and understanding of the needs of young people. • Experience in understanding the importance of Safeguarding. • Experience being around children and young people. • Ability to conduct routine administrative tasks accurately. 	<ul style="list-style-type: none"> • Understanding of individuals in supported housing. • Knowledge of trauma-informed approach. • Knowledge and understanding support or care needs, children, or adult.

		<ul style="list-style-type: none"> • Understanding of young people / disadvantaged young people.
Key Skills and Abilities	<ul style="list-style-type: none"> • To develop positive and respectful working relationships with service users (resident), colleagues and stakeholders, and manage sensitive situations with professionalism and empathy. • Capable to maintain accurate and weekly vehicle checks and conduct basic maintenance. • Represents the YMCA professionally (internally and externally) incorporating YMCA's values. • Plans and prioritise tasks effectively using own initiative to meet agreed deadlines and manage time accordingly. • To develop and maintain good working relationships with service users (residents) and encourage resident participation. • Knowledge of Reigate and Banstead and the surrounding area. 	<ul style="list-style-type: none"> • Able to respect the ethos of the YMCA and uphold its values. • Commitment to YMCA's Aims and Purposes as well as equal opportunities, diversity, and inclusion • Effective communication skills with a range of people. Including being approachable and patient. • Ability to work independently using initiative and as part of a team. • To be kind, caring and committed to ensuring resident needs are the highest priority. • Ability to adapt working style to the unique needs and levels of people, volunteers, and other workers.
Personal Attributes	<ul style="list-style-type: none"> • Commitment to equality, diversity, and inclusion in all aspects of work and understanding of how it applies to own role. • Values collaboration and respect for different perspectives. • Open to learning and continuous development 	<ul style="list-style-type: none"> • Honest, sense of responsibility and confidentiality. • Willing to undertake training as appropriate. • Willingness to work flexible hours.
Other	<ul style="list-style-type: none"> • Flexibility to occasionally work outside standard hours, including evenings, weekends and/or bank holidays with advance notice and support provided. • Ability to travel to various locations as required for the role. • The organisation will consider reasonable adjustments and alternative arrangements to support this requirement. <p>Subject to a satisfactory Enhanced with Children's barred list DBS disclosure.</p>	

Employee Declaration

I confirm that I have read, understood, and agree to the expectations outlined in this job description.

Name:

Date:

Signed: