

## Job Description **Youth Opportunities Officer**

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<b>Reporting to</b>	Housing Support Manager
<b>Service Area</b>	Housing
<b>Location</b>	Hillbrook House
<b>Hours of work</b>	21
<b>Holidays</b>	6.6 weeks (139 hours), rising with long service
<b>Probation Period</b>	6 Months
<b>Contract Type</b>	Permanent
<b>Grade and Salary</b>	£18,420.19

### 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.

### Department introduction

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 co-ordinate a resident engagement programme designed for inactive young people, leading them on a *bespoke* journey towards employment, volunteering education, training. The role will help the team deliver a safe, supportive, and person-centred service for young people and vulnerable adults accessing YMCA East Surrey's housing.

### Key Responsibilities

#### Engagement

1. To promote, co-ordinate and deliver the resident journey programme (Y-Focus) to residents of YMCA East Surrey Housing Services.
2. Implement a timetabled support programme consisting of workshops and group activities for residents with a focus on those who are economically inactive.
3. To ensure long term goals are met so inactive residents become active and independent as part of their pathway plan.
4. To set up regular activities that will enhance residents' life skills and confidence in areas such as physical activity and health, emotional wellbeing, team building skills and healthy living.
5. To develop effective systems of support for young person and continually look at their development.

6. Submit regular reports to relevant committees to ensure Y-Focus progress is evidenced and transparent.
7. Maintain accurate records, timetables, interventions and outcomes.

### **General**

1. Represent YMCA with professionalism and compassion, always maintaining a positive and inclusive public image.
2. Participate in supervision, appraisal and learning and development, taking responsibility for maintaining the knowledge and skills required for this role.
3. Take responsibility for your own health and safety and that of others, reporting any risk promptly.
4. Work within YMCAES policies and adhere to the terms outlined within them.

### **Key Working Relationships**

#### **Internal**

1. To build a positive and supporting working relationship with young people (residents), to provide a high standard of support.
2. Work together as a team and support one another in a positive manner. Approach matters with the drive to problem solve and promote joint networking.

#### **External**

1. Facilitate positive, professional, and efficient partnership working to move residents on who are showing signs of independence.
2. Building positive working relationships with Personal Advisors, Social workers, Advocates, solicitors, and other key professionals in young peoples' lives.
3. Consult with external partners, housing teams, and local authorities to support the resettlement process.

#### **Management**

1. Prepare and complete reports as required by the Chief Executive and Housing and Senior Management.
2. To undertake other tasks which may from time to time be required by the Chief Executive and Housing and Senior Management, including occasionally working evenings as directed by Housing Management.
3. Proactively achieve KPI's and deadlines set.
4. Promptly inform your line manager of any concerns in line with policies and procedures.

### **Legal Regulatory and compliance responsibility**

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

	<b>Essential</b>	<b>Desirable</b>
<b>Education and Qualifications</b>	<ul style="list-style-type: none"> <li>• Minimum NVQ Level 2 standard qualification or equivalent in housing, social work, or youth work (<i>or willing to complete alongside their job role within the next twelve months.</i>).</li> </ul>	<ul style="list-style-type: none"> <li>• Level 3 CIH qualification or Health and Social care.</li> <li>• First Aid qualification.</li> <li>• Evidenced safeguarding training within the last twelve months.</li> </ul>
<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>• Strong administrative and organisational skills.</li> <li>• Excellent written and verbal communication.</li> <li>• High diligence and accuracy and manage confidential and sensitive information.</li> <li>• Proven experience in supporting individuals in supported housing.</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of housing law and tenancy types.</li> <li>• Knowledge of social housing policies and procedures.</li> <li>• Awareness of safeguarding, equality, and inclusion.</li> <li>• Experience working in housing, local authority, or support services.</li> </ul>
<b>Key Skills and Abilities</b>	<ul style="list-style-type: none"> <li>• To develop positive and respectful working relationships with residents, colleagues, and stakeholders, and manage sensitive situations with professionalism and empathy.</li> <li>• Effective one to one and group skills in collaborating with residents.</li> <li>• Plans and prioritise tasks effectively using own initiative to meet agreed deadlines and manage time accordingly whilst seeking support or adjustments where needed.</li> <li>• Collaborates effectively within a diverse team, values different perspectives and contributes to a positive and inclusive working environment.</li> <li>• To hold a 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.</li> </ul>	<ul style="list-style-type: none"> <li>• Able to respect the ethos of the YMCA and uphold its values.</li> <li>• Demonstrable skills in assessing needs in relation to housing and resettlement. In addition, to identify key areas for support.</li> <li>• Communicates information clearly and appropriately for different audiences, using accessible formats, such as Word, Excel, Access, Outlook, and translation services (for example, The Big word).</li> <li>• Ability to problem solve finding appropriate solutions.</li> <li>• Able to consult effectively with external organisations developing and maintaining good relationships.</li> <li>• Ability to adapt working style to the unique needs and levels of people, volunteers, and other workers.</li> <li>• Able to respect the ethos of the YMCA and uphold its values</li> <li>• Demonstrable skills in assessing needs in relation to housing and resettlement.</li> <li>• Represents the YMCA professionally (internally and externally) incorporating YMCA's values.</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Commitment to equality, diversity, and inclusion in all aspects of work and understanding of how it applies to own role.</li> </ul>	<ul style="list-style-type: none"> <li>• Values collaboration and respect for different perspectives.</li> <li>• Open to learning and continuous development</li> </ul>

**Other**

- A strong command of Microsoft Office including Word, Excel, and PowerPoint, SharePoint ·
- Ability to travel to various locations as required for the role and between properties or sites if required.
- The organisation will consider reasonable adjustments and alternative arrangements to support this requirement. Subject to a satisfactory Enhanced with Children's barred list DBS disclosure.