

HIGHTOWN HOUSING ASSOCIATION JOB DESCRIPTION

JOB TITLE: Support Worker Young People's Services

RESPONSIBLE TO: Assistant Supported Housing Manager/Supported Housing Manager or other delegated senior staff

Job summary

Working as part of a team to provide short term support and housing management services to young people within our service and/or in those living in the community. Support Workers are responsible for assessing individual need and developing agreed support plans to ensure we are providing a service that meets each individual's needs, supports their aspirations and enables positive move on. Support Workers will be required to follow risk assessment as well as contribute to risk management planning. Support workers will work in a manner that promotes respect, individuality, choice and rights and will deal with all difficult and problematic situations in a sensitive manner.

PRINCIPAL RESPONSIBILITIES

People in the Service:

- Produce and update individual support plans that will support young people to meet their agreed outcomes and aspirations.
- Follow agreed risk assessment and contribute to risk management planning highlighting any changes in risk to more senior staff and other professionals.
- Help young people to make decisions about their own lives by working within the guidelines of the Association's person centred approach.
- Assist young people to address the difficulties which may have led to homelessness and to develop the skills to enable positive move on from our service.
- To work with other agencies both statutory and voluntary to support young people reduce behaviours such as offending behaviour and/or drug and alcohol use.
- Enable young people to be signposted to receive appropriate advice when necessary. (e.g. health care, benefits, housing etc).
- Create opportunities and enable young people to develop and widen their social, educational and work experience and their leisure networks.
- Complete paperwork demonstrating that outcomes described in individual plans are being achieved.
- Respect confidentiality and follow policy guidelines.
- Ensure each young person is assisted to manage their own tenancy or licence and therefore prevent tenancy breakdown.
- To support each young person to manage their own behaviour to ensure a safe environment for tenants and staff.

Housing management:

- To deal appropriately with all cases of neighbour nuisance and harassment and neighbour disputes
- To deal appropriately with all cases of anti-social behaviour and conflict within the service.
- To effectively liaise with each young person in our service on matters relating to the conduct of their tenancy/licence agreement
- To effectively deal with all breaches of licence/tenancy agreement in line with service procedures
- To take effective action to manage and recover rent arrears
- To attend interviews and facilitate sign up of new tenants
- To work with each young person to explore and agree move on options and arrangements
- To carry out tenant eviction processes when necessary
- To deal with all voids and lettings in line with service procedures

Team

- Work as part of a team, actively participating in meetings, bringing forward ideas and contributing to relevant decisions.
- Communicate effectively with all team members.
- Undertake lone working, as required.
- Following completion of the probationary period post holders are expected to undertake relevant qualifications prioritised by the demands of your job role and the service requirements.
- Act as a mentor to less experienced staff
- Work as part of the rota as required for each service to meet each individual's needs.

Operational

- Follow and implement the Associations and services policies and procedures at all times.
- Carry out all administration requested in relation to the role and daily requirements.
- Carry out tasks that ensure the smooth day to day operation of the service.
- Liaise with other professionals, as required.
- To be proactive in promoting tenant participation and involvement
- Work within the framework laid down by commissioners of services and any other relevant legislation and contracts.
- Comply at all times with the duties and responsibilities outlined in the Association's Health & Safety Policy.

General

- Actively participate in regular supervision, annual appraisals and training.
- Work unsociable hours including evenings, weekends, and bank holidays to ensure that adequate staff cover is maintained at all times.
- Work 'sleep in' duties when/if required as part of the shift pattern.
- Follow agreed code of conduct to ensure a professional level of service is provided at all times.
- Other duties as may be required to help with the smooth running of the establishment and needs of the young people we support.

Additional duties

- Participate in the development of this job description as necessary. This job description reflects the present requirements of the post. As duties and responsibilities develop and change, the job description will be reviewed.
- Hightown operates a non-smoking policy. It is not permitted to smoke in any property belonging to tenants of the Association. Co-operation can be sought from the people we support to encourage them not to smoke whilst you are in their homes.
- Enhanced CRB check is required for this post.

Person Specification – Support worker Young People’s services

	Essential	Desirable
Experience		
Previous experience of working in the care/support field	✓	
Ability to		
Recognise and respond to the aspirations and needs of the people we support.	✓	
Support young people who may have complex needs including offending behaviour, mental health issues and those recovering from drug or alcohol dependency	✓	
Assess individual need and develop support plans	✓	
Implement risk management plans and contribute to the risk management process.	✓	
Work as a member of a team	✓	
Communicate effectively using different methods of communication determined by individual need.	✓	
Use own initiative	✓	
Respect confidentiality	✓	
Carry out practical tasks to support tenants (housekeeping, budgeting etc)	✓	
Support tenants to manage behaviours which may cause risk to themselves or others	✓	
Deal effectively with conflict between tenants	✓	
Support individuals in a crisis	✓	
Proactively deal with all housing management issues and tasks including all incidents of anti-social behaviour	✓	
Mentor and support less experienced team members.	✓	
Personal Characteristics		
A positive attitude towards the people we support	✓	
Responsible and reliable	✓	
Knowledge and Understanding		
Principles of working in a person centred way		✓
Local community & facilities		✓
Welfare benefits		✓
Other Requirements		
Ability to work to a rota including evenings, weekends and bank holidays	✓	
Car Driver and access to a car	✓	