



Job Description:

Ripon YMCA, Housing Support Worker

Organisation: Ripon YMCA, 5 Water Skellgate, Ripon HG4 1BQ

Responsible to: Chief Executive

Salary (FTE 37 Hours): £21,166 (NJC point 11 on the new 2019 scale)

Contracted hours: 28 Hours to 37 hours

Contract length: This post is a fixed term role to provide maternity cover

Job Purpose:

The role of the Housing Support Worker is to:

- Provide direct support to the residents to enable them to sustain their tenancy and to help them move towards independent living.
- Undertake a range of responsibilities to ensure Ripon YMCA provides safe and secure accommodation for tenants and community space users.

Working as part of a small team this role will require flexibility, with some out of hours work and lone working.

Principle Responsibilities:

1. To promote the services of Ripon YMCA.
2. Offer support and encouragement for tenants to personally develop whilst they are tenants via the most appropriate means.
3. Ensure tenants adhere to the terms of their licence agreements and house rules.
4. Hold a caseload of tenants:
 - To identify needs and barriers through a range of risk assessment and induction procedures.
 - To contact regularly and provide support identified in their action plans.
 - Record all contact using the Ripon YMCA information systems ensuring all records are complete, accurate and up to date.
5. Run events and workshops for residents as required, exploring the wishes and needs of tenants to identify suitable opportunities.
6. Work in partnership with other agencies and have knowledge of other services to signpost residents as required.
7. Ensure safeguarding policies and procedure are adhered to
8. Attend events and network meetings.
9. Respond to enquiries regarding accommodation and the follow up administration required when signing up new residents
10. Undertake a range of health and safety checks across the buildings, including tenant room checks.

11. Report any incidents or safeguarding concerns, and complete the required paperwork.
12. Attend training as required and engage in caseload reviews and supervision as required.
13. To undertake reasonable minor works of the tenants accommodation such as changing light bulbs, cleaning and painting, in order that rooms be re-let should this be necessary.
14. Be responsible for the security of the YMCA building whilst on duty and comply with Health and Safety and Emergency and Fire procedures.
15. Monitor rents and take appropriate action on arrears.
16. To undertake any other reasonable duties requested by the CEO.

Since early 2019 we have eliminated the use of a duty phone / on-call rota and significantly increased the tenant's independence in relation to minor issues or concerns they have out-of-hours.

An out-of-hours service called NPA24:7 provide telephone assistance and emergency contractors to site in addition to the availability of the Emergency Services. However, in the exceptional circumstances of a major incident (e.g. buildings fire) staff should be contactable by NPA24:7 or the CEO to provide assistance if available and appropriate, and will be compensated for any time or inconvenience.

Ripon YMCA – Person Specification				
Role: Housing Support Worker			Salary (FTE 37 Hours): £21,166	
Area	No:	Criteria	Essential or Desirable	How identified
Qualifications	1	Qualified to NVQ Level 3 or higher	E	A
	2	Further education or professional qualifications in a related area. Housing, Youth Work, Social Care, Family Support, Health and Safety.	D	A
	3	A full drivers licence with access to a car	D	A
Experience	4	Experience of working with young people or young adults from complex backgrounds	E	A and I
	5	Experience of working in a Supported Housing setting	D	A and I
	6	Experience of maintaining effective working relationships with all stakeholders (partner agencies, the public, young people, parents, providers)	E	A and I

	7	Experience of identifying good practice when working in supportive relationships	D	A and I
	8	Experience of working on own initiative and also within a team and wider organisational goals	E	A and I
Skills	9	Ability to engage with young people maintaining effective working relationships to effect change	E	A, I and E
	10	Ability to motivate and provide holistic support working <u>with</u> a young person	E	A, I and E
	11	Ability to manage own workload, prioritising, recording and monitoring effectively	E	A, I and E
	12	Ability to maintain professional boundaries and work within policy and procedure	E	A and I
	13	Competent in using computers and related technology with a good level of literacy and numeracy	E	A, I and E
	14	Ability to use a range of computer software to communicate, record and present information and data	E	A, I and E
Knowledge	15	Have an understanding of the barriers and needs faced by young people today	E	A and I
	16	A good working knowledge of safeguarding, support planning and risk management processes	D	A and I
	17	Knowledge of tenancy management and housing legislation in relation to homelessness	D	A and I
	18	A working knowledge of benefits available including Universal Credit and Housing Benefit	D	A and I
Attitude	19	Awareness of restorative practice, willingness to learn and reflect on own practice	D	A and I

	20	A commitment to, and understanding of, equality of opportunity and diversity	E	A and I
Other	21	Ability to undertake work outside of office hours when requested	E	A and I

Key:

A = Application form

I = Interview

E = exercise at interview