



Job Description:

Ripon YMCA, Housing Support Worker

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

Responsible to: Housing Operations Manager

Salary (FTE 37 Hours): £22,182.96

Contracted hours: 28 Hours to 37 hours

Contract length: Permanent

Job Purpose:

The role of the Housing Support Worker is to:

- Provide direct support to YMCA tenants 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 staff.
- Undertake a range of tasks to help Ripon YMCA develop its services and provision for tenants and local young people.

Working as part of a small team this role will require flexibility, with some out of hours work and lone working. We generally work in office hours Monday to Friday however some evening work may be necessary.

Principle Responsibilities:

Tenant Keywork

Time allocation 60%

To enable a stable base from which YMCA tenants can engage with support and become more independent. Recognising that the additional needs of our tenants requires support that is person centred and flexible.

Responsibilities include but are not limited to:

- Regular rent collection and reporting
- Responding to enquiries and referrals
- Using Ripon YMCA processes to risk assess and manage risk and support safeguarding
- Hold a caseload and act as a Keyworker for those tenants
- Work on options for moving out and advocating on behalf of tenants
- Ensuring all tenants are in receipt of appropriate benefits or aware of employment rights
- Provide a range of tenant activities including opportunities to socialise and develop in the community
- Offer support and encouragement for tenants to develop independent living skills.
- Compile and supply all information needed for housing benefit claims

- Support all safeguarding, reporting and incident management with the Housing Operations Manager

Facilities / Health and Safety

Time allocation 20%

Ripon YMCA is committed to provide suitable accommodation and facilities for our staff and tenants. Ripon YMCA must work both in-house and with contractors to ensure maintenance issues are completed within time frames. The Housing Operations Manager will oversee the range of Health and Safety checks and audits we undertake to ensure the property is safe and secure. The Housing Support Worker will support this role by:

- Assisting with simple tasks that can be completed in house
- Site walk arounds, building inspections and audits
- Complete Health & Safety checks, and support contractors where required.
- Engage in all Health and Safety meetings
- Alongside the managers, contribute to long term plans for site development and large maintenance projects.
- Be prepared to undertake a range of practical tasks where needed such as emptying rooms, painting, cleaning and gardening

Project work

Time allocation 20%

To support Ripon YMCA to become a key provider for information and support for young people in Ripon including our tenants.

Responsibilities include but are not limited to:

- Developing relationships with business and employers to support tenants to work
- Develop relationships with landlords to support our tenants to gain their own tenancy or positive move on
- Provide information and support for local young people engaging in our services about local employment and housing
- Engage with a support the development of a range of provision for local young people including Youth Work, Employability, Accreditation and Youth engagement opportunities

Other

Ripon YMCA is a small charity, as such all staff must be willing to offer flexibility in their approach to their role. Staff members have a responsibility to complete their allocated tasks and are encouraged to show initiative and act in the best interests of the charity at any times. They should / will:

- Promote and positively engage with all stakeholders about the charity
- Follow all Health & Safety guidelines
- Offer a flexible approach to their hours of work when necessary, to ensure the safety and support of their colleagues, the tenants and the buildings, e.g. during and after a serious incident
- Always maintain confidentiality and professionalism
- Identify and engage with appropriate training opportunities for self and the wider team.

- Any other tasks deemed appropriate at the request of the CEO

Out of hours:

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 exceptional circumstances staff should be available and contactable by NPA24:7 or the CEO to assist and will be compensated for any time or inconvenience.

See out-of-hours procedure for more details.

Ripon YMCA – Person Specification

Role: Housing Support Worker

Salary (FTE 37 Hours):
£22,182.96

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, Education or Training	D	A
	3	A full drivers licence with access to a car	D	A
Experience and skills	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 professional working relationships with all stakeholders (partner agencies, the public, young people, parents, providers)	E	A and I
	7	Experience and the skills to work using own initiative and also within a team and wider organisational goals	E	A and I

	8	Ability to engage with young people maintaining effective working relationships to effect change	E	A, I and E
	9	Ability to maintain professional boundaries and work within policy and procedure	E	A and I
	10	Competent in using computers and related technology with a good level of literacy and numeracy	E	A, I and E
	11	Ability to develop and deliver group sessions or accredited training activity for young people	D	A, I and E
Knowledge	12	Have an understanding of the barriers and needs faced by young people and young adults today	E	A and I
	13	A good working knowledge of safeguarding, support planning and risk management processes	D	A and I
	14	Knowledge of tenancy management and housing legislation	D	A and I
	15	A working knowledge of benefits available including Universal Credit and Housing Benefit	D	A and I
Attitude	16	Awareness of restorative practice, willingness to learn and reflect on own practice	D	A and I
	17	A commitment to the work of Ripon YMCA and the difference we want to make	E	A and I
	18	A commitment to, and understanding of, equality of opportunity and diversity	E	A and I
Other	19	Ability to undertake work outside of office hours when requested	E	A and I

Key:

A = Application form

I = Interview

E = exercise at interview