

JOB DESCRIPTION



Job Title: Young Person Housing Support Worker
Department: Young Person Supported Housing Team
Reporting to: Young Person Supported Housing Service Manager
Location: Greater London

PURPOSE OF THE JOB

Provide person centred support to help clients achieve personal goals relating to independent living, employment, tenancy management, and training/education. Develop support plans that reflect these goals and tangible means to achieve them. Support the clients to manage their tenancy, develop and grow while living in Causeway accommodation, and aim towards a positive move on.

KEY RESPONSIBILITIES

Support

1. Work with clients to develop SMARTER support plans and risk assessment.
2. Be fully aware of safeguarding issues and lead on client risk management within the service.
3. Update the client data base to ensure client records are updated within timeframes and they accurately record interventions and demonstrate progress.
4. Feed into policies and procedures relating to support and where required consult with stakeholders.
5. Contribute to risk assessments and safeguarding plans. Be aware of and practice trauma informed working.
6. Act as a point of contact for other agencies working with the individual.
7. Support clients to settle into their accommodation and become familiar with the local area.
8. Work closely with the Housing Team to ensure clients are complying with the terms of their occupancy agreements.
9. Ensure clients are linked into appropriate support services and sustain engagement with services.

Housing

1. Ensure that Causeway's accommodation is safe, comfortable and appropriate for the needs of its occupants. Support clients to manage their accommodation and provide coaching and assistance in household management and independent living skills.
2. Ensure that Causeway is compliant with Health & Safety law and good practice by ensuring that the appropriate checks are carried out and records maintained.
3. Provide a consistently outstanding service to tenants and residents that demonstrates CIHA's values and makes a real difference to our tenants' lives.
4. Interview and assess applicants. In particular, ensure that prospective tenants and residents have a positive attitude towards sharing, realistic expectations and awareness of their own obligations towards their housemates and the organisation.
5. Engage with tenants and ensure that their views and ideas are taken on board.
6. Support clients to budget and pay rent and service charges. Support the Housing Team with arrears management and communication with the clients.
7. Carry out regular stock condition inspections, health & safety, and service inspections including cleaning and gardening. Be aware of any antisocial behaviour affecting neighbours or our residents and deal with this as per policy.
8. Carry out pre- and post- inspections of reported maintenance issues. Arrange for the procurement of furniture and other items where this is agreed with agencies who purchase our services.

9. Work with tenants to develop priorities for minor works and environmental improvements, with particular reference to décor, communal areas and gardens.
10. Arrange and attend house and/or neighbourhood meetings as necessary.
11. Assist in the resolution of service-related complaints to timescales, ensuring that the customer experience is positive.
12. Assist tenants to deal with other agencies, including Universal Credit and Housing Benefit.

Teamwork

1. Attend team meetings and reflective practice sessions and contribute to discussions.
2. Work within Causeway's health and safety policies and lone working arrangements.
3. Work to team performance targets.
4. Be respectful to colleagues and support good communication between all stakeholders.

Reviewing Personal Performance and Development Needs

1. Review and evaluate own performance to identify strengths and areas for development.
2. Undertake development and training opportunities.

GENERAL

1. Always adhere to Causeway's Policies and Procedures.
2. Cover for other members of the team and division as necessary.
3. Undertaking, as required, any other duties compatible with the level and nature of the post and/or reasonably required by more senior members of staff.
4. Attend and participate in external meetings and briefings as required.

This job description covers the current range of duties and will be reviewed from time to time. It is Causeway's aim to reach agreement on changes, but if agreement is not possible, Causeway reserves the right to change this job description.

PERSON SPECIFICATION

Young Person Housing Support Worker



Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to use the application form or covering letter to demonstrate your capabilities, in relation to each point listed under essential requirements in the person specification. Where relevant use your answers to illustrate how your competences have helped you achieve positive results.

ESSENTIAL REQUIREMENTS

Experience

- A commitment to equal rights and a keen interest in working with young people.
- Experience of working in support, supported housing, or advice services.
- Experience of supporting people to develop aspirations and form healthy relationships.
- Organising a caseload, planning work, and successfully meeting all deadlines.

Skills, Knowledge, and Abilities

- Knowledge of the issues confronting young people and the needs of vulnerable homeless people in general.
- A sound knowledge of safeguarding and risk assessment, particularly regarding young people.
- Ability to work in a client- centred way and support clients to make progress in key areas of their lives, such as ETE and developing healthy relationships.
- A demonstrable commitment to equality and diversity, including but not limited to the principles of Black Lives Matter, Anti-racism, Gender Equity, and LGBTQ+ rights.
- Able to work with clients to develop outcomes, and actions to achieve these outcomes.
- Good written skills and the ability to structure written work clearly.
- Excellent interpersonal skills and the ability to communicate clearly at all levels.
- Ability to plan and organise own workload.
- Ability to manage conflict.

The following are required of all roles with Causeway. However, you do not need to address these in your application.

- Genuine interest in and commitment to Causeway's work and residents.
- Willingness and ability to work hours outside of normal office hours on occasion (time off in lieu will be granted).
- Willingness to work flexibly in response to changing organisational requirement

In the selection and interview process, we will be assessing candidates against the following competencies:

COMPETENCY	PRIMARY INDICATORS
Improving and Innovating	• Is open to new ideas, improvement, and change. • Handles situations and problems with innovation and creatively. • Shows commercial and financial awareness.
Interacting and influencing	• Takes responsibility and demonstrates values-driven leadership. • Shows self-awareness and controls emotions • Works well with other people. • Collaborates and networks effectively internally and externally. • Shows sound communication and influencing skills.
Understanding and doing	• Able to find and analyse relevant written and numerical information and use it to make sound judgements. • Able to think strategically. • Demonstrates the necessary technical skills and aptitudes at the level that are required for the role. • Has good writing skills at the level required for the job. • Plans, organises, and manages time well. • Demonstrates compliance and accountability.
Involving and including	• Builds client/stakeholder involvement into all activities. • Is client and customer focused. • Aware of own level of cultural competence and proactively seeks to develop. • Actively promotes equality, diversity and inclusion among colleagues and clients.
Managing and Empowering (for managers only)	• Builds a high performing team. • Provides staff with clear direction and support. • Motivates, supports, enables, and promotes the wellbeing of their team. • Manages the operational aspects of their function effectively. • Implements plans, strategies, and services effectively. • Actively contributes to service growth.