

Job Description

Job Title:	Bank Engagement Worker
Location:	Countywide
Responsible to:	Manager for Relevant Service
Responsible for:	N/A
Job Purpose:	To provide ad hoc cover within service areas as required. The areas that will be covered by bank work are across all teams in the organisation but are primarily in the Housing, Families and Youth and Community teams. The areas of work can be across all sites within the Organisation as well at family homes and at centres we deliver detached youth work.

Main Responsibilities

Service Delivery

- To undertake the tasks required for the service area where you have been requested to work.
- The work will involve varied tasks associated with contracts that the organisation has been commissioned to deliver. These tasks will include:
 - 1-2-1 support for young people and families
 - Undertaking reviews of families and young people for the relevant service area
 - Updating records on the appropriate system
 - Undertaking building checks and ensuring the buildings are safe and secure
 - Taking rent payments
 - Accompanying young people and families to appointments
 - Undertaking positive activities with young people
 - Provide advice and signposting for services where required
 - Assisting with move in and move out procedures
 - Supporting staff with the needs of the service
 - Administration tasks
- You will be accountable for the work that you deliver and represent the YMCA appropriately at all times.

Safeguarding

- To ensure that YMCA Norfolk's Safeguarding Procedures, Policies and Operational Guidance are delivered in line with our values and ethos.
- To ensure the primacy of safeguarding children, young people and adults within or connected to YMCA Norfolk.
- To promote the welfare of children, young people and adults within or connected to YMCA Norfolk.

Internal Communications

- To ensure effective liaison with all departments regarding relevant issues and information
- Where required input into cross-locality and cross-organisational working groups to support wider organisational objectives.

Development

- If required attend and contribute in team meetings to further the service areas community work in line with the Organisations vision and strategy.

Performance Management

- To ensure that the performance requirements of YMCA Norfolk (YMCAN) and funders are met and that Young People and Families receive a high quality person-centred service that is in line with YMCAN's values.
- To maintain effective systems for recording and measuring outcomes for Quality Assurance purposes as required for the service area.
- To be alert to and manage risk effectively in all locations.
- To adhere to all lone working policies and risk assessments provided for you by YMCAN.
- To actively take part in required mandatory training as part of the yearly cyclical training calendar
- To operate within the Behaviours Framework embedded across the organisation.

Involvement

- To actively encourage a culture of involvement and inclusion of young people in the work and life of YMCAN.
- As required engage in wider involvement opportunities and activities of YMCAN.

Equality and Diversity

- To act in accordance with YMCAN's equality, diversity and inclusion policy and procedures, to ensure that the Organisation is compliant with legal and regulatory requirements.

Christian Ethos

- To work in line with the ethos of the organisation across the service area.
- To ensure all policies, procedures and working practices within the service area support the Christian identity and values of the organisation.

To carry out any other tasks that may be required from time to time in accordance with the post holder's capabilities and the changing working environment.





Terms and Conditions

Pay:	£9.50 per hour + 12.069% uplift for holiday pay
Hours:	As and when required. Most hours will be planned in advance but there may be occasions where you are contacted at short notice for availability.
Contract:	Bank
Annual Leave:	The hourly rate for the role includes a 12.069% uplift to cover holidays and bank holidays.
Pension:	Auto enrolment to contributory stakeholder pension scheme after 3 months if earnings stipulate.
Notice Period:	As there is no obligation on either side to provide or accept work, no formal notice period to remove you from the bank or that you wish to leave the bank is necessary.
Conditions of Appointment:	Satisfactory references and satisfactory DBS check.
In Service Training:	Time allowed for in-service training, subject to budgetary provision.





YMCA NORFOLK

Scale Staff	None
Sites	YMCA Norfolk sites and other locations determined by work being delivered. This will be County wide.
Discretion to Act	Any expenditure within the role is to be approved by the appropriate Manager of the service.
Environment 1. YMCA Norfolk operates on a 24 hour, 365 days per year basis. 2. Unsocial hours 3. Risk	<p>In extreme circumstances, the post holder may need to be contacted in the event of an emergency related to their Service Area.</p> <p>Due to the nature of the post there may be unsociable hours of early mornings, evenings, weekends and bank holidays.</p> <p>There may be identified risk which will be documented and discussed with you before working with a family or young person. The risk will be mitigated as far as possible and a Lone Working Risk Assessment will be given identifying all areas of risk which you will be expected to adhere to when working in the community.</p>



Person Specification

Job Title	Bank Engagement Worker	
Category	Essential	Desirable
Knowledge		<p>K1 - Proven record of provision of sound advice across a range of parenting related issues</p> <p>K2 - Demonstrable understanding and up to date knowledge of family work policy and practice</p> <p>K3 - Demonstrable understanding of support work in a housing setting</p> <p>K4 - Demonstrable understanding of Youth work in a community setting</p>
Skills	<p>S1 - Interpersonal skills, sufficient to communicate effectively with a wide range of staff and external contacts</p> <p>S2 - Good written and verbal communication skills</p> <p>S3 - Time management skills</p>	
Aptitude	<p>A1 - Competent user of MS Outlook, Word, PowerPoint and Excel</p> <p>A2 - Able to develop strong positive working relationships with colleagues</p> <p>A3 - Able to demonstrate a clear commitment to excellence in delivery of role</p>	
Experience	<p>E1 - Experience in support work of families and young people</p>	<p>E2 - Experience of one-to-one work and caseload management</p> <p>E3 - Experience of the voluntary or not for profit sector</p>



Education	Q1 - "O" level / GCSE or Equivalent in Maths and English	Q2 - Professional qualification in parenting/family work/social work/housing/ youth work Q3 - Evidence of recent relevant training
Christian Ethos	V1 - In sympathy with the Christian Identity of the YMCA	
Personal Qualities	P1 - Able to present self and work effectively P2 - High levels of honesty, integrity and discretion	
Circumstances	C1 - Able and willing to work unsocial hours C2 - Hold a full driving licence and have own transport	
Health	H1 - Able to meet the requirements of the post with or without reasonable adjustment	
Equality and Diversity	O1 - An understanding of equality and diversity	

