

Job Description

Job Title: Housing Engagement Worker – Resettlement Coach

Location: Norwich

Responsible to: Senior HEW /Housing Manager

Responsible for: n/a

Job Purpose: To provide an environment for residents with a programme of positive activities, that is safe, supportive and secure, to address the variety of barriers young people face. Ensuring residents feel included in the needs, risk and planning of the service they will receive, to move through a pathway to more independent living. Whilst on duty, to provide support to other staff in the service and to ensure the health and safety, security and well-being of service users, staff and visitors.

To also to work with the residents of MY PLACE for 15 hours a week. Starting in their last 4-6 weeks as a YMCA resident of MY PLACE and continue for 5 months whilst they are living independently.

Main Responsibilities

Service Delivery

- To teach the resettlement young person how to set SMART Goals and to unpack their long-term aspirations. Help them write their long-term goal and the action plan to achieve it.
- Work with 8-12 resettlement young people per year.
- Support resettlement clients to access 4 skills grants per year (E.g. Driving lessons, Food Hygiene Certificates or bespoke ASDAN courses).
- Maintain contact with young people, beyond the end of the 5 months recording updates minimum 6 monthly for 5 years.
- Produce at least 1 case study per year of a young person impacted by this programme.
- To support your manager in producing an annual written report detailing outputs and outcomes achieved of this programme.
- To implement, monitor and review individual support plans facilitating residents to lead in decisions about the support they receive. Effectively monitor outcomes for residents ensuring that outcome stars are in place and reviewed within the service timeframes.
- Ensure that you book time weekly with allocated residents moving from the status of recipients towards that of contributors.

- Recognise tenant's abilities and skills and seek to encourage their development and use through asset based approaches.
- In line with the support plans and the aims of the service, plan and prepare with residents to move on to independent living, or other appropriate support services as required.
- Proactively assist/facilitate resident programmes of positive activities and co-production opportunities for residents to acquire life skills such as: cooking, shopping, hygiene and basic home maintenance. This may be with colleagues and partner organisations internally and externally to develop educational and, or vocational workshops, training sessions, events and social enterprises.
- To check for and process referrals to YMCAN Services.
- To carry out room/property checks on an agreed frequency. Taking any remedial action as necessary.
- Work with residents to understand and adhere to the terms of their licence/tenancy agreement, recommend such actions as may be necessary to ensure compliance. Ensuring understanding of their rights and responsibilities.
- To actively participate in the process of registering service users to the Housing Options Scheme in preparation for their move to more independent living.
- Respond and intervene to antisocial behaviour through undertaking restorative meetings and apply possession proceedings where necessary. Work in partnership other agencies to take preventative and supportive measures to change behaviours.
- Ensure the collection of rent and work in partnership with the property coordinator to undertake income recovery supporting residents to maximise their income and budget to prioritise paying rent and council tax.
- As appropriate to aid in any eviction process including the removal, storage and disposal of resident's belongings.

Practical Day to Day Tasks

- Set up resettlement timeline, complete Needs and Risks Assessment to gauge how much support may be required.
 - Help with bidding and support / attending viewings with them.
 - Support in producing a budget plan.
 - Help find way round flat where drains are where stop cocks are, how to work things.
 - Showing and taking meter readings on viewing and move in, checking who the energy supplier is – setting up new supplier.
 - Check and support to set up all utility accounts- Water- Electric- Gas – Telephone- Internet.
 - Access move on pack, gather items for move on. Source temporary item to borrow such as cooker hob or camp bed if appropriate. Source food parcel if required.
 - Apply for grants for white goods and furnishings and arrange delivery.
- 

- Source and support the move, man with van service and help arrange paint pack delivery if required.
- Check and ensure the setup of Housing Benefit or housing element of UC direct to landlord.
- Check and support young person to apply for Council Tax Reduction, Council Tax account and or Change in Circumstances.
- Support to arrange change of address for all services /contacts of client.
- Check GP and Dentist and arrange transfer if necessary.
- Support to deal with client correspondence – emails online utility accounts /letters.
- Maintain contact and record on inform.

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

- Attend and contribute in team meetings to further the service areas community work in line with the Organisations vision and strategy.
- Attend and participate in regular one to one line management and an annual appraisal.

Performance Management

- To ensure that the performance requirements of YMCA Norfolk (YMCAN) and funders are met and that Young People 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 record all interactions, maintaining up to date information on client records on the appropriate database utilising technology supplied aiming for "live data".
 - To be alert to and manage risk effectively in all locations.
- 



YMCA NORFOLK

- 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 clear professional boundaries and work within YMCA Norfolk's Staff Code of Conduct.
- To operate within the Behaviours Framework embedded across the organisation.
- To implement and adhere to YMCA Norfolk's Policy and Procedures at all times.

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 ensure all policies, procedures and working practices within the service area support the Christian ethos 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/Job description and the changing working environment.

Terms and Conditions

Pay:	Grade D £10.78 per hour
Hours:	15 hours per week
Contract:	Fixed Term for 3 years with possibility of extension to 5 years.
Shift Pattern:	Participating in a rota 7 days a week between the hours of 7:45am - 10:15pm for 365 days of the year.



Annual Leave:	33 days (pro rata) per annum inclusive of Bank and Public Holidays.
Pension:	Access to contributory stakeholder pension scheme after 3 months.
Notice Period:	1 month
Conditions of Appointment:	Satisfactory references and satisfactory DBS check. This post is subject to a 6-month probationary period.
In Service Training:	Time allowed for in-service training, subject to budgetary provision.

Scale Staff	None
Sites	The post is based in Norwich but the post holder will be expected to visit young people in their homes in the community other YMCAN sites. (a parking permit will be provided.)
Discretion to Act	The post holder can authorise welfare spending as agreed with Housing Manager. They hold no budget setting or budget responsibility. The post holder will administer grants of approximately £1,500 per year.
Environment 1. YMCA Norfolk operates on a 24 hour, 365 days per year basis. 2. Unsocial hours 3. Risk	The post holder may need to be contacted in the event of an emergency related to their Service Area. Covering shifts as required, occasional meetings and social events will require working evenings and weekends. The level of risk is assessed as low/medium. The post holder works in a supported housing environment with those who are vulnerable and in housing need. There is a risk of violence both directed at staff, between residents, and directed by residents on themselves e.g. drug overdoses etc. The risk is managed and mitigated through a number





YMCA NORFOLK

	<p>of interventions including: training in core skills, non-managerial supervision, risk assessments and regular reviews of residents and a strong policy and procedure framework.</p>
--	--



Person Specification

Job Title	Housing Engagement Worker (Resettlement Worker)	
Category	Essential	Desirable
Knowledge	<p>K1 - Knowledge of housing legislation including tenancy management</p> <p>K2 - Knowledge of undertaking needs and risk assessment and support planning (housing related support)</p> <p>K3 - Knowledge of the statutory frameworks for safeguarding children and young people and vulnerable adults</p>	<p>K4 - Knowledge of resources available to young people in the local community</p> <p>K5 - Knowledge of the benefits system in particular housing benefit and the welfare reform bill</p>
Skills	<p>S1 - Ability to undertake needs and risk assessment, safety and support planning</p> <p>S2 - Ability to implement restorative and possession procedures to respond to anti-social behaviour and breaches of tenancy</p> <p>S3 - Ability to communicate clearly and effectively with tenants, colleagues and other professionals</p> <p>S4 - Ability to demonstrate emotional stability and resilience to pressure</p> <p>S5 - Ability to work with agreed standards of professional boundaries and confidentiality</p>	
Aptitude	<p>A1 - Competent user of MS Outlook, Word, Excel and PowerPoint</p> <p>A2 - Competent at record keeping and report writing</p>	



Experience	<p>E1 - Recent experience of working in a support or housing setting with vulnerable people with support needs</p> <p>E3 - Experience of undertaking needs and risk assessment and support planning</p>	<p>E2 - Experience of undertaking intensive housing management including responding to ASB and income recovery</p>
Education	<p>Q1 - "O" level / GCSE or Equivalent in Maths and English</p>	<p>Q2 - L3 Professional or skill based qualification in Housing</p> <p>Q3 - Evidence of recent relevant training</p>
Christian Ethos	<p>V1 - In sympathy with the Christian Identity of the YMCA</p>	
Personal Qualities	<p>P1 - Able to present self and work effectively</p> <p>P2 - High levels of honesty, integrity and discretion</p>	
Circumstances	<p>C1 - Able and willing to work unsocial hours</p> <p>C3 - Have clear evidence of how to visit houses in the community in a timely manner.</p>	<p>C2 - Hold a full driving licence and have access to own transport</p>
Health	<p>H1 - Able to meet the requirements of the post with or without reasonable adjustment</p>	
Equality and Diversity	<p>O1 - An understanding of equality and diversity</p>	

