

Job Description

POST DETAILS	
Post Title	Housing Engagement Worker
Location	YMCA Norfolk Housing Services
Department	Housing
Reports to	Housing Manager
DBS Level	Enhanced (Child Barred List)

Main purpose and scope of the post
To support clients with a client centred approach utilising a programme of positive activities, which is safe, supportive and secure, to address the variety of barriers young people face. Ensuring clients 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 clients, staff and visitors. 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 of interventions including training in core skills, non-managerial supervision, risk assessments and regular reviews of residents and a strong policy and procedure framework.

Principal Duties and responsibilities
<u>Service Delivery</u> To process referrals, assess applicant referrals. Complete needs and risk assessments and complete safety planning with applicants if identified in accordance with policy and procedure before admission to housing within service timeframe. Induct clients into housing service, complete all intake paperwork, log files onto housing management systems, and ensure health and safety induction for client is completed upon induction to service. To implement, monitor and review individual support plans facilitating clients to lead in decisions about the support they receive. Effectively monitor outcomes for clients ensuring that outcome stars are in place and reviewed within the service timeframes. Update client risk and safety plans post changes in risk and support needs. Ensure accidents and incidents are logged on CCIA system. Ensure that you book time weekly with allocated clients moving from the status of recipients towards that of contributors. Recognise client'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 clients to move on to independent living, or other appropriate support services as required.

Principal Duties and responsibilities

Proactively assist/facilitate resident programmes of positive activities and co-production opportunities for clients 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 carry out room/property checks on an agreed frequency. Taking any remedial action, as necessary. Address unsatisfactory room conditions with supportive approaches.

Work with clients 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 clients to local authority and housing association move-on agreements and look at private sector accommodation with clients 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 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.

Responsible for cooking and preparing meals for clients as directed by managers in line with Health and safety guidelines and food hygiene standards. (Community Housing – Gt Yarmouth and Community Housing – King's Lynn only).

Responsible to order food items for the service to deliver meals to clients. (Community Housing – Gt Yarmouth and Community Housing – King's Lynn only).

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 to 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 and funders are met, and that Young People receive a high-quality person-centred service that is in line with YMCA Norfolk's values.

To maintain effective systems for recording and measuring outcomes for Quality Assurance purposes as required for the service area.

Principal Duties and responsibilities

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.

To adhere to all lone working policies and risk assessments provided for you by YMCA Norfolk.

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 to the highest standards.

Involvement

To actively encourage a culture of involvement and inclusion of young people in the work and life of YMCA Norfolk.

As required engage in wider involvement opportunities and activities of YMCA Norfolk.

Christian Ethos

In sympathy with the Christian ethos of the YMCA and uphold its values.

Other Duties

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.

Unsocial Hours

YMCA Norfolk operates on a 24 hour, 365 days per year basis.

In line with other staff, the post holder may need to be contacted in the event of an emergency related to their service area.

Occasional projects, meetings and social events will require working evenings and weekends.

Safeguarding Statement

YMCA Norfolk is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff, external workers and volunteers to share this commitment.

Equality, Diversity and Inclusion Statement

YMCA Norfolk is committed to creating a truly equal and inclusive environment. The people we support are diverse individuals and so are we. We aim to recruit and retain great people from a wide variety of backgrounds, not just because it's the right thing to do, but because it makes us stronger and expect all staff, external workers and volunteers to share this commitment.

Physical requirements

Is required to deal with some special demands on a frequent basis as a core element of the role. May be required to sit and stand for extended periods of time, lift heavy objects on a regular basis, undertake repetitive tasks.

Mandatory Training requirements

The following mandatory training must be completed:

- Induction
- Professional Boundaries
- Health & Safety
- Equality, Diversity and Inclusion
- Youth MHFA
- Trauma Informed Practice
- Safeguarding
- Lone Working
- Compliments and Complaints
- Information Security and GDPR
- Restorative Practice

PERSON SPECIFICATION	Example	Essential or Desirable
Skills & Abilities	Ability to undertake needs and risk assessment, safety and support planning.	Essential
	Ability to implement restorative and possession procedures to respond to anti-social behaviour and breaches of tenancy.	Essential
	Ability to communicate clearly and effectively with tenants, colleagues and other professionals.	Essential
	Ability to demonstrate emotional stability and resilience to pressure.	Essential
	Ability to work with agreed standards of professional boundaries and confidentiality.	Essential
	Competent user of MS Outlook, Word, Excel and PowerPoint.	Essential
	Competent at record keeping and report writing.	Essential
Experience	Recent experience of working in a support or housing setting with vulnerable people with support needs.	Essential
	Experience of undertaking needs and risk assessment and support planning.	Essential
Knowledge inc. qualifications	Knowledge of housing legislation including tenancy management.	Essential
	Knowledge of undertaking needs and risk assessment and support planning (housing related support).	Essential

PERSON SPECIFICATION	Example	Essential or Desirable
	Knowledge of the statutory frameworks for safeguarding children and young people and vulnerable adults.	Essential
	Knowledge of resources available to young people in the local community.	Desirable
	Knowledge of the benefits system in particular housing benefit and the welfare reform bill.	Desirable
	"O" level / GCSE or Equivalent in Maths and English.	Essential
	L3 Professional or skill-based qualification in Housing.	Desirable
	Evidence of recent relevant training.	Desirable
	Food Hygiene Certificate	Desirable
Personal Attributes and Desired Behaviours and other requirements	Able to present self and work effectively.	Essential
	High levels of honesty, integrity and discretion.	Essential

**It's the manager's responsibility to review and update the employee's Job Description should the role/duties change as per the recruitment policy.*