

## ROLE PROFILE

<b>Job Title:</b>	<b>Reports to:</b>	<b>Department:</b>	<b>Team:</b>	<b>Grade:</b>
<b>Project Officer</b>	<b>Deputy Manager / Foyer Manager</b>	<b>Supported Housing</b>	<b>Young People Services</b>	<b>G</b>

<p><b>Job Purpose:</b></p> <p>Provide key worker support for customers through advocacy, 1-2-1 support and in group work settings to include life skills and independent living skills. Interview applicants, producing support plans and risk assessments.</p> <p>Provide scheme cover on a rota basis maintaining safety and security of the scheme</p> <p><b>Subject to Enhanced Disclosure &amp; Barring (DBS) Check incl Child Barred List</b></p>	<p><b>Competencies:</b></p> <ul style="list-style-type: none"> <li>• Passion</li> <li>• Pride</li> <li>• Creativity</li> <li>• Accountability</li> </ul>
---	--

### **Key Responsibilities:**

- 1.** Assist with the customer application and allocation process including conducting interviews and producing risk assessments. Contribute an opinion regarding allocation of property.
- 2.** Responsible for supporting resident's personal development by ensuring they attend internal and external appointments/interviews.
- 3.** Responsible for building and maintaining positive relationships with professionals from statutory and voluntary agencies.
- 4.** Accountable for a caseload of young people ensuring each young person has a relevant and up to date support plan and risk assessment.
- 5.** Responsible for ensuring every young person on their allocated caseload has an opportunity to meet on a 1-2-1 basis at least monthly.
- 6.** Minimise voids and arrears through key work. Provide support with budgeting, welfare benefits and life skills to each young person on their allocated caseload.
- 7.** Conduct Health & Safety flat checks and raise any matters that may cause risk, harm or injury to themselves or others.
- 8.** Responsible for the entire project on a lone working basis between the hours of 8-9am and 5-8pm. Ensuring policy and procedure are adhered to, including the handover process on a rota basis. Including cash handling, critical date and Health & Safety.
- 9.** Maintain accurate records of a confidential and sensitive nature including critical data sheets, risk assessments, Datix, update logs, support plans in accordance with agreed procedures ensuring confidentiality always.
- 10.** Have a flexible approach to work and assist in the delivery of the learning and housing management functions including induction.
- 11.** Undertake additional duties appropriate to the role and/or grade.

	Essential	Desirable
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Safeguarding of a diverse range of customers.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in a busy office environment.</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Ability to relate to vulnerable customers must be able to demonstrate empathy towards young people.</li> <li>• Excellent interpersonal skills and communication skills with the ability to relate to a wide range of people.</li> <li>• Good administration and organisational skills and ability to prioritise a busy workload.</li> <li>• Positive attitude and flexible approach</li> <li>• Ability to work unsupervised and use own initiative</li> <li>• Ability to maintain accurate confidential records</li> <li>• Ability to deal with emergency situations</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to use full range of IT packages</li> </ul>
<b>Experience</b>		<ul style="list-style-type: none"> <li>• Fundraising</li> <li>• Experience working with young and or vulnerable people</li> <li>• Knowledge of welfare benefits system</li> </ul>
<b>Qualifications/Education</b>	<ul style="list-style-type: none"> <li>• GCSE Maths and English (or equivalent)</li> </ul>	<ul style="list-style-type: none"> <li>• Food Hygiene qualification or equivalent</li> </ul>

<b>People Management Responsibility?</b>	No line management responsibility
<b>Budgetary Responsibility?</b>	No budgetary responsibility
<b>Key Relationships (internal/external)</b>	Work with other team members and other professionals, including Social Workers, Health specialists, Probation/Youth Offending Team, Education, Police, Benefits agencies to support residents to maintain their licence/tenancy.

**Safeguarding of Children Young people and Vulnerable Adults**

Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment. As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.

**Key Role Performance Indicators**

1. Support Stars are completed monthly for each young person, including SMART goals which are monitored.
2. All safeguarding concerns are reported via Datix, and liaisons with key professionals are monitored and managed.
3. Customer induction is completed with every new young person within the first two weeks of their tenancy start date.
4. Ensure Health & Safety flat checks are completed weekly, with any issues/repairs reported straight away and identified support linked to action plans.
5. All breaches in scheme tenancy conditions and house rules are reported to management.
6. Child in Need and Pathway Plans are adhered to, specific KPI's as set by Local Authority Lead Professionals are monitored and managed.
7. Accurate risk assessments are produced and revised monthly, with further updates as required

<b>Date Role Profile Created/Updated:</b>	<b>April 2020</b>
---	-------------------