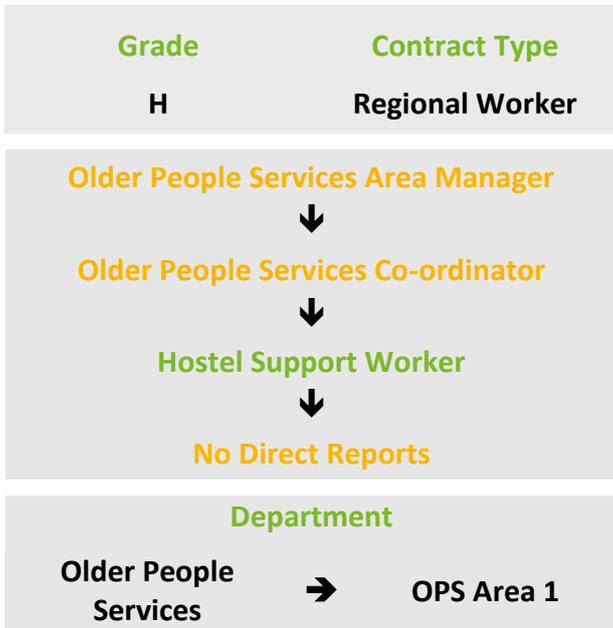


# Hostel Support Worker



**Role Overview**

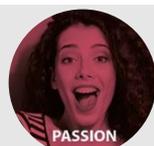
Ensure key performance objectives are achieved managing the Stepping Stones and dispersed temporary accommodation.

Subject to Enhanced Disclosure & Barring Service (DBS) Check

## RESPONSIBILITIES

- Main point of contact for Local Authority and Your Housing Group (YHG) teams with all day to day aspects of the Scheme.
- Manage accommodation referrals, carrying out interviews with potential residents, ensuring relevant Support Plans and Risks Assessments are in place.
- Responsible for accurate resident sign up and thorough induction in to the accommodation ensuring appropriate arrangements are in place to cover rent payments.
- Use YHG Housing Management System (Orchard) to accurately manage the sign up and termination processes.
- Offer support and advice in relation to Welfare and Benefits to applicants and existing residents, signposting to services and working with resident’s own Support Workers when required.
- Work with the Police, Social Workers and Probation Services and similar agencies in relation to Safeguarding and other issues concerning residents as required.
- Ensure any Safeguarding concerns are reported and managed in line with YHG’s current Policy and Procedures.
- Attend any case conferences or other resident focused meetings when required.
- Monitor and enforce the terms of Licence Agreement, Stepping Stones House Rules and resident’s Personal Development Plan in accordance with appropriate Policy and Procedures.

## Our values



Creating more places for people to thrive and be recognised as a sector leading landlord

- Monitor all arrears and liaise with residents, YHG Income Team, Housing Benefit and the Benefits Agency to maximise income and take appropriate action in accordance with Arrears Policy and Procedures.
  - Respond to, and take appropriate action on, Anti- Social Behaviour and Tenancy Management issues, working in conjunction with the Legal Co-ordinator as needed.
  - Liaise with Local Authority over their discharging of the homeless duties, and offer practical support to resident when moving out of the accommodation.
- Liaise with Housing Management to ensure all accommodation meets our required Letting standard and
- pre-ready to let; to ensure void time is minimised ensure replacement of furniture/household items, managing laundry and arranging cleaning.
  - Ensure that Compliance and Health and Safety standards are met in all properties. Liaising with Compliance and Facilities Agent and any external contractor to ensure relevant checks are done.
  - Keep accurate case records, risk assessments and support notes for all referrals and residents and ensure that post is delivered to Stepping Stones regularly.
  - Provide Management Information to YHG and Local Authority as required.
  - Undertake additional duties appropriate to the role and/or grade.

## STRENGTHS

- Excellent relationship building skills
- Ability to work autonomously with minimal supervision
- Clear communication skills, both written & verbal

## ESSENTIAL REQUIREMENTS

- ✓ Good understanding of Safeguarding
- ✓ Knowledge of welfare benefits
- ✓ Experience of managing risk and delivering support
- ✓ Experience of working with vulnerable service user groups in a professional or personal capacity
- ✓ Experience of performance monitoring
- ✓ Experience of maintaining professional relationships with external organisations and bodies
- ✓ GCSE Maths and English (or equivalent)

## BENEFICIAL TO THE ROLE

- ✓ Familiarity with Orchard Housing management system
- ✓ Full UK Driving License and use of a vehicle

 [yourhousinggroup.co.uk](http://yourhousinggroup.co.uk)

 [your-housing-group](https://www.linkedin.com/company/your-housing-group)

 [@yourhousing](https://www.facebook.com/yourhousing)

 [YHGTV](https://www.youtube.com/channel/UC1v1v1v1v1v1v1v1v1v1v1v)

 [yourhousinggroup](https://www.instagram.com/yourhousinggroup)

 [@Your\\_Housing](https://twitter.com/Your_Housing)

