ROLE PROFILE

Project Officer – Young Peoples Services

Grade	Contract Type
Your 2	Fixed Location

Foyer Operations Manager

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Deputy Manager

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Project Officer

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No Direct Reports

Department

Supported Housing → Young Peoples Services

Role Overview

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. Produce support and action plans and risk assessments.

Provide scheme cover on a rota basis maintaining safety and security of the scheme

RESPONSIBILITIES

- Accountable for a caseload of young people ensuring each young person has a relevant and up to date support plan and risk assessment.
- Responsible for ensuring every young person on their allocated caseload has an opportunity to meet on a 1-2-1 basis at least monthly.
- Responsible for supporting resident's personal development by ensuring they attend internal and external appointments or commitments
- Responsible for building and maintaining positive relationships with professionals from statutory and voluntary agencies.
- Accountable for challenging customers where appropriate and behaving in a professional manner.
- Conduct Health & Safety flat checks and raise any matters that may cause risk, harm or injury to themselves or others.

Our values



- Responsible for the entire project on a lone working basis between the hours of 8-9am and 5-8pm. Ensuring policy and procedures are adhered to, including the handover process, cash handling, critical data and health & safety.
- Maintain accurate records of a confidential and sensitive nature including critical data sheets, risk assessments, Datix, update logs, and support plans in accordance with agreed procedures ensuring confidentiality always.
- Have a flexible approach to work and assist in the delivery of the learning programme and housing management functions including induction and other life skills activities.
- Undertake additional duties appropriate to the role and/or grade.

STRENGTHS

- ✓ Ability to relate to people from a wide range of backgrounds
- ✓ Excellent relationship building skills
- ✓ Clear and articulate communication skills, both written & verbal
- ✓ Ability to manage own diary with minimal supervision

ESSENTIAL REQUIREMENTS

- ✓ Knowledge of safeguarding
- ✓ Possess Tenacity and resilience
- ✓ GCSE Maths and English (or equivalent)
- ✓ Innovative and creative in your ways of working

BENEFICIAL TO THE ROLE

- ✓ Experience working with young people
- ✓ Knowledge of supported and social housing