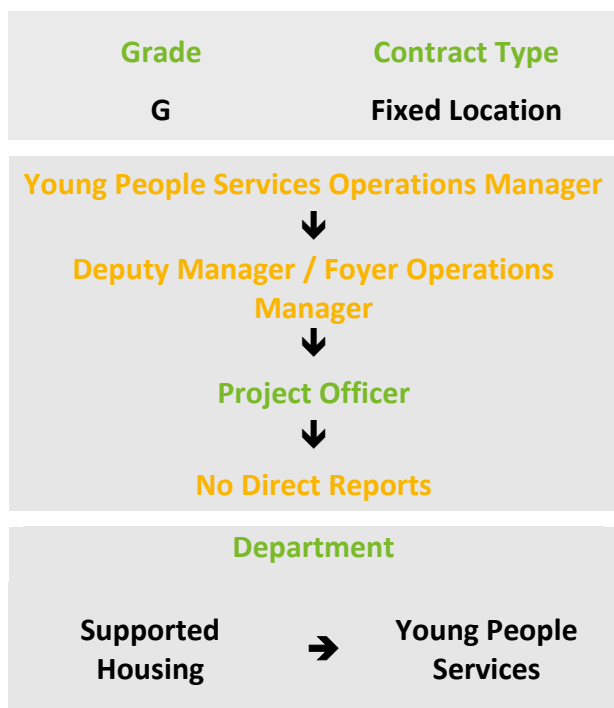


ROLE PROFILE

Project Officer YPS



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. Interview applicants, producing support plans and risk assessments.

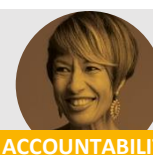
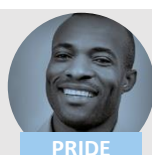
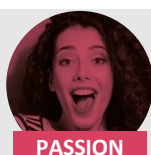
Provide scheme cover on a rota basis maintaining safety and security of the scheme.

Subject to Enhanced Disclosure & Barring (DBS) Check incl Child Barred List

RESPONSIBILITIES

- Assist with the customer application and allocation process including conducting interviews and producing risk assessments. Contribute an opinion regarding allocation of property.
- Responsible for supporting resident's personal development by ensuring they attend internal and external appointments/interviews.
- Responsible for building and maintaining positive relationships with professionals from statutory and voluntary agencies.
- 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.
- Minimise voids and arrears through key work. Provide support with budgeting, welfare benefits and life skills to each young person on their allocated caseload.
- Conduct Health & Safety flat checks and raise any matters that may cause risk, harm or injury to themselves or others.

Our Values & Competencies



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

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.

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.
- Have a flexible approach to work and assist in the delivery of the learning and housing management functions including induction.
- Undertake additional duties appropriate to the role and/or grade.

STRENGTHS

- | | |
|--|--|
| ✓ Excellent interpersonal skills and communication skills with the ability to relate to a wide range of people | ✓ Ability to relate to vulnerable customers must be able to demonstrate empathy towards young people |
| ✓ Demonstrable ability to effectively engage with business stakeholders within the organisation | ✓ Good administration and organisational skills and ability to prioritise a busy workload |
| ✓ Positive attitude and flexible approach | ✓ Ability to work unsupervised and use own initiative |
| ✓ Ability to maintain accurate confidential records | ✓ Ability to deal with emergency situations |

ESSENTIAL REQUIREMENTS

- | | |
|---|--|
| ✓ Knowledge of safeguarding of a diverse range of customers | ✓ GCSE Maths and English (or equivalent) |
|---|--|

BENEFICIAL TO THE ROLE

- | | |
|--|--|
| ✓ Experience of working in a busy office environment | ✓ Ability to use full range of IT packages |
| ✓ Experience of fundraising | ✓ Experience working with young and or vulnerable people |
| ✓ Knowledge of welfare benefits system | ✓ Food Hygiene qualification or equivalent |