



Porchlight

Changing attitudes • Changing lives

Job Description

Job title:	Youth Support Worker
Project/Bases:	New Wharf
Reports to:	Project Manager
Hours:	15 per week This is required to be worked flexibly including two evenings a week and some weekend working
Contract:	Permanent
Salary:	£8,111.20 - £9,158.80 (full time equivalent 20,278 - £22,897 gross per annum)

Overall Purpose

To work within Porchlight's policy and procedural framework to provide high quality support to young people (aged 16-25), in their homes and in the community, in order to improve their quality of life, build resilience and to increase their level of protection from risk.

Working with Service users.

1. To establish positive working relationships with service users and to provide guidance, assistance and support in drawing up an Individual Support Plan to meet their needs and support them in reaching their aims, and developing skills for living independently and maintaining a tenancy.
2. To carry out holistic assessment interviews to ensure the young people are suitable for the services and that our service is appropriate to meet the needs of the young people.
3. In conjunction with the service user, produce comprehensive and high quality risk assessments and risk management plans. This may involve gaining insight into or working with the family/wider community.
4. To monitor and review risk plans in line with policy guidelines and procedure to minimise risk to clients by identifying, reporting and following up and safeguarding concerns or incidents.
5. Work closely with both Statutory and non- statutory services to help assess the needs of service users in order to identify how best to address those needs, and where necessary the wider family.
6. Arrange regular key working sessions as appropriate: meet with the service users and provide advice and support on accessing more specialised support agencies, education, training, employment, welfare benefits and local amenities and services. To review and update the support plan on a regular basis and keep comprehensive and up to date records of key-working sessions.
7. To work with service users to prepare them for a move to appropriate accommodation, including advice and support on accessing suitable accommodation, rent deposit schemes, understanding tenancies, budgeting, accessing utilities and services, and accessing welfare/housing benefits and grants. To be part of creating the support package to help maintain this.
8. To liaise with housing agencies to ensure that appropriate referrals are made, including the local authority Housing Register and assist residents/tenants in completing the appropriate referrals forms for housing.
9. To inspect the prospective move-on option with the resident and landlord and liaise with the landlord where appropriate to negotiate move-in dates, repairs/decoration vouchers, deposits, advance rents, connection of utilities and furnishing prior to move-in.

10. To record all service users contacts appropriately and accurately on the in-form database. To follow relevant policy and procedure in order to contribute to effective service delivery and evaluation by ensuring that all relevant files and recording systems are up to date and that key performance indicators are recorded correctly
11. To promote tenant/resident involvement in the delivery of the service including the organisation of regular house meetings where tenants'/residents' views are heard, responded to and reasons given for decisions as soon as possible.
12. To support individuals to work towards gaining greater independence through participation at service or organisational level as well as within their wider community. To promote service user involvement in all aspects of our work. To positively engage with gathering feedback and complaints and developing the service based on the learning from these.
13. To work with service users to identify activities that they would like to take part in, to prepare them for independence and move through. To ensure clients are assisted to access such activities internally and externally.
14. To run activities or small groups in response to identified client needs or as part of a project wide programme of group work.
15. To support clients' that are ready to move into work, education or training by assisting them to access suitable courses or placements.
16. To work with clients to maximise income and reduce debt by offering support and information to address issues both as they arise and before they have opportunity to impact on the clients income/ mental wellbeing.

General

17. To undertake and participate constructively in induction, regular supervision, appraisal and relevant training, and contribute positively to good team relationships and continuous improvement of services.
18. To maintain confidentiality in line with organisational policy in relation to service users, staff and business sensitive information.
19. To assist in maintaining a clean, tidy and hygienic working environment.
20. To work collaboratively with the project worker team to ensure health and safety standards in all porchlight projects is maintained.
21. To maintain effective financial reporting and recording.
22. To be flexible, to share skills and knowledge and support colleagues.
23. To participate in team meetings, supervisions, performance and development reviews and training by being fully prepared, ready to share and discuss ideas and offer solutions.

This job description is a summary of the main responsibilities of the post and duties may change and vary from time to time. Staff will be consulted on any major changes to the job description.

Person Specification

We want the post-holder to be able to demonstrate the following competencies to a high level and want to use these to the full in their role. We will be looking for evidence of all the following competences during the selection process if you are shortlisted.

<ul style="list-style-type: none">• People focused• Positive and enthusiastic• Communication and influence• Teamwork	<ul style="list-style-type: none">• Quality focused• Adaptable• Problem solving• Creativity and innovation
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Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to use the application form or covering letter to demonstrate your capabilities in relation to each of the criteria listed below (addressing each point in order). Where relevant use your answers to illustrate how your competences have helped you achieve positive results. This will give you the best possible chance of being shortlisted.

QUALIFICATIONS

Essential

1. The enthusiasm, drive and ability to achieve a relevant qualification (i.e. supported housing or welfare advice, mental health, social work, health care, community engagement, youth work, substance or alcohol dependency etc) in own time.
2. A relevant qualification at level 3 or above.

EXPERIENCE

Essential

3. Experience of working with homeless or vulnerable people and interview and assessment process.
 4. Experience of inter-agency liaison and ability to initiate and maintain constructive relations (i.e. with clients, colleagues and other professionals from a variety of cultural/social backgrounds).
- Desirable
5. Experience of one to one support work (i.e. giving advice, support planning, key working, risk assessment, motivational interviewing, handling cases of clients with needs of varying complexity).

SKILLS & ABILITIES

Essential

6. An ability to follow written and verbal instructions.
7. Good numeracy skills.
8. Good IT skills (e.g. email, Word & Excel).
9. An ability to understand and implement professional boundaries.
10. An ability to implement strategies for coping with aggression and minimising risk.

KNOWLEDGE & UNDERSTANDING

Essential

11. Knowledge of Housing Management, the housing and support needs of young people and an understanding of housing and welfare benefit systems.

Desirable

12. An understanding of mental health, drug and alcohol issues
13. Knowledge and understanding of the roles of external agencies (Social Services, Probation, Education providers, Police, other voluntary and statutory organisations).

PERSONAL QUALITIES

Essential

14. Commitment to the practical application of Equal Opportunities in the field of housing.
15. Commitment to developing and maintaining a high level of service to colleagues, service users, partners and other stakeholders
16. A positive, self-motivated and enthusiastic attitude to work.
17. Excellent communication and influencing skills (written and verbal).
18. Experience of making a positive contribution to the team.
19. The capacity to handle pressure; to be adaptable to changing or conflicting demands and the ability to organise workload efficiently, balancing face-to-face work with paperwork.
20. The ability to identify solutions to problems and implement them.
21. The ability to actively contribute ideas and suggestions that improve the quality of service.
22. Willingness to work flexibly in response to changing organisational requirements and work to fit with the needs of the service users.
23. In addition the post holder will also require a full UK driving license and the use of own vehicle, subject to the provisions of the Disability Discrimination Act 1995.

Please note this post is subject to an Enhanced Disclosure Application to the Disclosure and Barring Service.