

JOB DESCRIPTION

Title:	Housing Support Enabler
Reports to:	Housing Operations Manager, West Somerset

General information

YMCA Dulverton Group is a fast developing charity which currently operates across 20 locations and is serving an area of over 820 square miles across 3 counties. We are driven by opening doors for the community and fully supporting the community need where we work.

Our teams take an asset based approach to actively encourage positive progression for all the individuals we work alongside. Creating professional, positive and trusting relationships will be key to working together with every resident in overcoming the barriers which they face.

As a service we provide a safe and welcoming environment for the individuals we work alongside, with their aspirations and desires at the forefront of the support we offer.

Overall we seek to encourage and enable everyone we support to become empowered by providing opportunities for progressive change. This can be challenging yet rewarding work that helps individuals to belong, contribute and thrive.

Duties and responsibilities

You will

- Work from a small new supported housing project and take an active part in ensuring the property is safe and secure plus maintains and builds upon the welcoming environment which has been created.
- Carry out and/or contribute to assessments of need to identify what support is best suited to that individual and any concerns to be aware of from the beginning of their placement.
- Build professional, trusting and respectful relationships with all residents living at the property and your surrounding team.
- Approach the support you provide to be asset based at all times and holistic in its delivery.
- Support clients in finding and engaging with external or statutory services which will be able to assist them with their needs and future development.
- Support clients in ensuring that they have access to everything they will need to progress through to independent living – Consideration of things such as (but not limited to) ID , Bank Accounts, Health Services and Specialist Agencies.
- Support clients in learning new life skills from within the property which will assist them in living independently and actively look externally for training and employment opportunities with the aspirations of the clients to be at the forefront at all times.

- Confidently design and lead on group sessions for all residents within the property to take part in life skill activities such as cooking and gardening.
- Provide structured weekly support sessions, identifying joint time bound actions for yourself as the support and the resident, to actively create traction on progression to independent living.
- Encourage, motive and enable your residents to enthusiastically take ownership of their next steps and progression with moving on to their own accommodation.
- Maintain clear and professional boundaries with all contacts and promote the concept of independence, not dependence, through the support you provide.
- Take an active role in meetings and activities with a group of residents, colleagues, partners, contributing positively to the development of this service.
- Keep excellent support files and record keeping which documents each resident's own journey through to independent living alongside creating and submitting the necessary reports on progression as required.
- Monitor, review and continuously update the keeping safe plan for each resident within provision.

Workplace values

The post holder will be expected to operate in line with our workplace values which are;

- Value the Individual – Respect others, ourselves and the people we work with in all that we do
- Giving of our best – Showing commitment in our work and to enable young people
- Caring Deeply – Have a passion for the work we carry out
- Providing Creative Solutions – Show innovation in the approaches we take in supporting young people
- Communicate authentically and truthfully – Show openness in our dealings and approaches to people

Person specification

Skills and experience

You will

- Demonstrate experience in building positive and professional relationships, with individuals you have supported in a previous role or your current employment.

- Have an understanding of the issues faced by rough sleepers and the barriers which will need to be overcome to support with their move on to independence
- Have an understanding surrounding trauma informed, asset based and person centred support delivery.
- Have an understanding of the difficulties surrounding independent living and be able to demonstrate a solution focused response to these concerns.
- Demonstrate your knowledge of the local housing market and legislation connected to this plus the different options available to individuals and the routes of engagement.
- Have excellent organisational plus administrative and IT skills
- Be self-motivated, confident, assertive plus flexible in your approach and delivery.
- Have the ability to maintain good manual and electronic records.
- Excellent communication skills both written and verbal.
- Demonstrate excellent attendance and punctuality record.
- Have a flexible attitude and be willing to adapt to new pressures.
- Will support the Christian ethos of the YMCA.
- Provide a professional, diplomatic and non-judgemental approach at all times.
- Be driven to influence and motivate people to make positive changes within their own lives

Whilst there are systems in place to support you, a substantial part of the role includes the ability to lone work. Therefore, we require someone competent and confident when working alone and somebody who is able to understand and work with complex and challenging behaviours appropriately.

TERMS AND CONDITIONS

Term:	Permanent
Salary:	£20,324.99
Hours:	37.5 pw

Hours of Work

37.5 hours a week spread over the 7 days, to include evenings and weekends.

Probationary Period

The post holder will be subject to a 6 month probationary period. During this time an assessment of the post holder’s performance, duties and work patterns will be

made. Following a satisfactory review at the end of the probationary period, the post holder will be confirmed in post.

Paid Leave Entitlement

5.6 weeks per year, plus statutory bank holidays. The line manager will arrange time off in lieu for bank holidays worked.