

## **ACCOMMODATION SUPPORT ENABLER**

**Responsible to:** Community Development Manager (Mid Devon)

**Responsible for:** No line management responsibility.

### **Job Purpose:**

This role is an exciting opportunity to play a key part in a new partnership between Mid Devon District Council and YMCA Dulverton Group. The job will involve providing floating support to residents in MDDC temporary accommodation for 20 hours a week, and working the remaining 17.5 hours at our young people's supported accommodation provision in Cullompton.

This is a key role in the support team of Dulverton Group at an important time of growth within the organisation. The post holder will be involved in the young person's time with YMCA Dulverton Group, starting with assessment and induction, through to support and management of rents and arrears, through flexible floating support. Flexible floating support and resettlement will provide support working closely with the Housing team at MDDC to achieve positive outcomes for residents.

To provide advice and support on independent living, tenancy management skills and homelessness. Help in obtaining accommodation, help in maintaining the licence or tenancy, developing domestic/life skills, developing social skills, behaviour management, harm minimisation, advice, advocacy and liaison, help in managing finances and maximising welfare benefits, emotional support and general counselling, help in gaining access to other services, help in developing meaningful occupation, help in establishing social contacts and participation in activities and minimising disputes arising from breach of tenancy and improving the quality of life for our service users. The job holder will be required to think creatively, and set up supportive and interactive services for residents on a weekly basis.

The Accommodation Support Enabler is responsible for delivering an effective quality service to clients and to promote a tolerant and caring environment consistent with Christian values.

### **Key Responsibilities:**

#### **1. Duties and Responsibilities**

- 1.1 Support residents in finding services and skills they need by directing them to services and activities ranging from benefits and criminal justice system to sports and activities, information advice and guidance as well as medical help.
- 1.2 The purpose of this position is homelessness prevention, accomplished through assisting in accessing the community and personal resources that will enable young people to have successful living experiences in independent accommodation.
- 1.3 Provide a responsive, effective, high quality support service to our supported housing scheme residents.
- 1.4 The post holder will maintain clear and professional boundaries at all times with all contacts and promote the concept of independence with residents, not dependence.
- 1.5 Take an active role in meetings and activities with groups of colleagues, residents and partner agency staff, contributing to service development.
- 1.6 Undertake intensive intervention works with service users in crisis.
- 1.7 Recommend referrals and advocate on service users' behalf with other statutory and voluntary agencies in order to ensure service users are receiving support appropriate to their needs.
- 1.8 The ability to manage case-loads and organise time to maximise the benefit of the service users is essential.

## **2. Corporate:**

- 2.1 Oversee the policy implementation of allocation and support of residents.
- 2.2 Provide appropriate management and support to young people during and immediately after their move to independent living.
- 2.3 Provide constructive and up-to-date advice and support to residents regarding entitlement to benefits.
- 2.4 Assist in the delivery of programmes for residents in consultation with them, provide practical support (including information, educational and spiritual support).
- 2.5 Provide appropriate welfare, support and access to personal and social development opportunities for young people.
- 2.6 Provide support to the Community Development Manager and Leads as and when required, including written reports on levels of support given, resident complaints and other issues.
- 2.7 Attend networking and conference opportunities to promote the work of the Association.

## **3. Support Services:**

- 3.1 Develop 'independence plans' with the full involvement of the young person, who will set their own goals. This will develop independent living skills and the ability to manage in the short and longer terms.
- 3.2 Ensure that the young person is provided with advice and guidance which will sustain accommodation and support dependant on need.
- 3.3 Provide service cover on a rota basis.
- 3.4 Ensure that electronic and paper records are kept and updated regularly.
- 3.5 Undertake assessment interviews for new clients, including completion of Risk Register and formulation of individual programme of support and development.
- 3.6 Agree and implement budget plans with the client.

- 3.7 Ensure appropriate consultation with clients, and encourage and facilitate participation in project decision-making.
- 3.8 Actively encouraging 'job-search' with unemployed clients, including liaison with Job Club, Careers Office and training agencies as necessary.
- 3.9 Assist with the development of a varied and inclusive programme of social and leisure activities to assist clients development in body, mind and spirit.
- 3.10 Report on potential evictions to the Manager and MDCC.
- 3.11 Ensure the organisation meets its obligations under relevant Health & Safety legislation and complies with all statutory and regulatory requirements.
- 3.12 Ensure clients maintain their tenancy and adhere to the occupancy rules.
- 3.13 Effectively manage a case load of service users and all associated duties required of an Accommodation Support Enabler role in the community.
- 3.14 Available to work at times appropriate to the changing needs of the service user and for the efficient use of staff resources.
- 3.15 Visit service users in their home or place of residence as appropriate.
- 3.16 Assess the needs and risks as relevant to each service user and to support them to set and attain realistic and achievable targets.
- 3.17 Monitor and record the service users progress by a process of regular review.
- 3.18 Provide a range of services appropriate to the individual's needs.
- 3.19 Ensure that service users develop the skills needed to attain, maintain and sustain stable tenancies.
- 3.20 Act as an advocate for service users as appropriate.

#### **4. Prevention and Education:**

- 4.2 Provide mediation between young person and parents/households with the aim of prevention of homelessness.
- 4.3 Provide on call cover on a rota basis.
- 4.4 Ensure that electronic and paper records are kept and updated regularly.
- 4.6 Coordinate and consult with the Community Housing Manager (Mid Devon) for accommodation 'move-on' opportunities to other housing providers, both statutory and voluntary.
- 4.8 Ensure the organisation meets its obligations under relevant Health & Safety legislation and complies with all statutory and regulatory requirements.

#### **5. Communication and Liaison**

- 5.1 Regular communication and liaison with colleagues in the wider housing team and staff at Mid Devon District Council in order to facilitate the smooth running of the residency, providing reports for the Housing Committee, developing and maintaining links with the support agencies etc. to help ensure joined up working is practised by attending meetings and creating relationships which engender a positive image of the YMCA, its services and its ability to add value to the member of promoting Christian ethos of YMCA Dulverton Group.

#### **6. Involvement**

- 6.1 Assist clients to develop a holistic programme of activities, holding regular client service user meetings and encourage participation by the wider resident community.
- 6.2 Encourage residents to be involved in activities and support residents to acquire the skills they need to participate.
- 6.3 Encourage and support residents to be involved in organisation wide, regional, national or international initiatives or events.

### **7. General:**

- 7.1 Represent the Association at internal and external events and develop good relationships with other organisations.
- 7.2 Possess an understanding of health and safety issues relevant to the housing and support functions with commitment to ensuring the implementation and development of the Association's health and safety policies and procedures.
- 7.3 Work within the policies and procedures of the Association.
- 7.4 Play a role in respect of on-call supportive arrangements as required in the day-to-day operation of the Association.
- 7.5 Other duties, appropriate to the level of the post, as may be required from time to time.
- 7.6 Maintain upkeep of computerised and paper filing systems.
- 7.8 Participate in training and other activities as requested by the organisation
- 7.9 Undertake any other duties as deemed appropriate by the Chief Executive of Board of Directors.

### **Scope and Limits of Authority:**

- a) The individual is responsible to the Community Development Manager (Mid Devon)
- b) The individual is responsible for the provision of support to vulnerable people aged 18+ to help them sustain their tenancies thus helping to prevent repeat homelessness;
- c) The individual is responsible for providing support to people with a variety of needs, including mental health issues, offending behaviour, issues around family breakdown, neighbourhood disputes, behavioural problems, anti-social behaviour, support for single parents and much more. As well as offering support you will be helping young people to access other services they may need;
- d) The individual is responsible for monitoring and supporting each stage of the young person's time with YMCA Dulverton Group, starting with assessment and induction, through support and management of rents and arrears, through flexible floating support.
- e) The individual is responsible for provision of flexible floating support and resettlement support, including accommodation and community based work, to assist those who are not housed but need comprehensive housing support to identify, secure and set up accommodation;
- f) To be considerate to others and deal with all queries in a professional and courteous manner, and to act respectfully.

g) To consistently deliver behaviours and approaches in line with person specification.

**PERSON SPECIFICATION:**

| <b>Requirement</b>  | <b>Essential</b> | <b>Desirable</b> |
|---|------------------|------------------|
| <b>EXPERIENCE/QUALIFICATIONS:</b>   |                  |                  |
| Educated to NVQ (or equivalent) Level 3 in a relevant housing qualification   |                  | ✓                |
| At least one year's experience working with this client group in particular those with mental health and substance misuse issues and those at risk of offending behaviour                               | ✓                |                  |
| Experience of working with a vulnerable client group  | ✓                |                  |
| Good knowledge and understanding of housing sector and understanding of the statutory and regulatory environment relating to housing organisations  | ✓                |                  |
| Able and willing to carry out home visits   | ✓                |                  |
| Experience of Supported Housing   | ✓                |                  |
| Understanding of young people in relation to their housing and support needs  | ✓                |                  |
| Demonstrate an understanding of homelessness issues   | ✓                |                  |
| Demonstrable experience and skills in building positive and productive relationships, with colleagues, partners and customers.  | ✓                |                  |
| A working knowledge of the welfare benefit system, in particular relating to housing benefits.  | ✓                |                  |
| High level of ability and experience of producing and working with a support plan to achieve identified goals   | ✓                |                  |
| High level of ability and experience of producing risk assessments  |                  | ✓                |
| High level of ability and experience to support residents in maintaining their tenancies including budgeting, applications for benefits, paying bills and meeting the terms of their tenancy agreements | ✓                |                  |
| High level of ability and experience to support residents in achieving independence and a successful move-on from the scheme  | ✓                |                  |
| <b>SKILLS:</b>  |                  |                  |
| Able to deal with potentially violent and difficult situations  | ✓                |                  |
| Able to deal firmly and politely with service users to ensure the occupancy are adhered to  | ✓                |                  |
| Able to take responsibility and make decisions in a lone worker situation   | ✓                |                  |
| Ability to work under pressure and to tight deadlines   | ✓                |                  |
| An effective team player  | ✓                |                  |
| Assessment skills   | ✓                |                  |
| Good organisational and administrative skills   | ✓                |                  |
| Ability to maintain excellent records and administration adhering to organisational protocols in relation to support paperwork  | ✓                |                  |
| Excellent verbal, written communication, and interpersonal skills   | ✓                |                  |

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|--|---|---|
| Able to work on own initiative   | ✓ |   |
| Negotiation and mediation skills   | ✓ |   |
| A calm approach to emergency situations  | ✓ |   |
| IT Skills  | ✓ |   |
| Ability to handle a wide range of customers and diffuse difficult situations   | ✓ |   |
| <b>PERSONAL:</b>   |   |   |
| A positive approach to working with colleagues, residents and partner agency staff   | ✓ |   |
| Can evidence an understanding and commitment to the principles of Equal Opportunities.   | ✓ |   |
| Willingness and ability to work outside normal office hours.   | ✓ |   |
| Willingness to work flexibly in response to changing organisational requirements   | ✓ |   |
| Professional, diplomatic, and non-judgemental approach   | ✓ |   |
| Motivated and inspirational  |   | ✓ |
| Able to support the Christian ethos of the YMCA  | ✓ |   |
| Capable of an acceptable result to Enhanced DBS check  | ✓ |   |
| Committed to continuing professional development, both personally and in the interests of staff for whom the post has responsibility | ✓ |   |
| Driving Licence and access to a car  | ✓ |   |

**ACCOMMODATION SUPPORT ENABLER**

**Terms and Conditions:**

Salary - £20,324.99 per annum depending on experience and qualifications.

**Hours of Work:**

37.5 hours per week to include ½ hour unpaid lunch break to be taken during the day. The post holder’s working hours will be flexible to include evening, weekend and bank holidays. Working hours may be subject to review according to the needs of the service.