

- Job Title:** Relief Accommodation Project Worker
- Responsible to:** Accommodation Manager/Senior Accommodation Project Worker
- Responsible for:** To deliver a high quality accommodation and support service to residents that reflects the highest standards of care and professional expertise. To support residents to develop independent living skills that facilitates their successful move on to more independent accommodation.

Job Purpose

To provide practical support to vulnerable homeless people to enable them to maintain their tenancies/licences, participate in meaningful activities such as education, training or employment and resettle to appropriate accommodation in the community.

Main Tasks

- Provide high quality person centred support to enable and empower clients to develop the skills necessary for independent living within legislative, regulatory requirements and best practice.
- To work within YMCA Trinity Group policies and procedures upholding the values and ethos of the organisation.
- To maintain high standards of supervision and support in order to create a warm, caring and homely atmosphere
- To assist in the running of the residential areas of the Project and ensuring a high level of working practice
- To ensure continuous development of key working and support packages in line with organisational policies and procedures
- To ensure the smooth operation of the Project by taking responsibility for the decision making process both during routine shifts in conjunction with the Accommodation Manager
- To participate in the key work system by undertaking the assessment of designated residents, where necessary, work with other agencies in the preparation and implementation of integrated personal development/support plans
- To positively promote the development of all residents by assisting other staff in key working and the continuous updating of personal development/support plans

- To be proactive in encouraging appropriate standards of behaviour and respect for staff, other residents and the environment in and around the Hostel area by positive interaction with residents and supervision of common areas
- To create a warm, caring, homely and secure environment where the development of young people can occur
- To interview and assess prospective residents on arrival at the Project and to allocate accommodation as per the selection procedure under the direction of the Accommodation Manager
- To complete all associated administration
- To liaise with other agencies, give advice and make necessary applications and referrals when appropriate
- To ensure continuity in key working with other project workers by keeping up-to-date residents notes, reports etc.
- To be prepared to participate in, and lead when called upon to do so, key working meetings, both internal and with outside agencies
- To collect rental charges where appropriate and in accordance with the Association's Housing policy
- To inspect resident accommodation when necessary in conjunction with another member of staff
- To aid the collection of rent arrears in accordance with the Association's arrears policy
- To aid the procedure of eviction when circumstances dictate and under the direction of the Accommodation Manager
- To assist in establishing residents' group and programme (activity) work
- To assist in the development and implementation of a Personal Development service dealing with CV's, job applications etc. where appropriate
- To act as the Fire Safety Co-ordinator when on shift, in conjunction with colleagues, to ensure safe evacuation of staff from the building
- To carry out other tasks within the post holders capabilities as directed by your line manager
- A commitment to Safeguarding and promoting the welfare of children, young people and vulnerable adults at risk
- To carry out reception duties as and when required.
- To engage young people to participate in the design, delivery and continuing development of the project; enhancing their sense of community ownership,

pride and understanding of their local environment

- To support YMCA Trinity Group to implement quality and continuous improvement through the implementation of a quality assurance system
- Undertake core and relevant training to enhance personal and professional development
- To work within YMCA policies and procedures, with particular regard to health and safety, equal opportunities, diversity, protection from abuse, data protection and confidentiality
- Understand personal responsibility under the Health & Safety at Work Act 1974 including fire safety
- Supportive of the Christian Aims & Purposes of the YMCA

PERSON SPECIFICATION

Knowledge	Essential	Desirable
A good understanding of partnership working	✓	
A good understanding of Housing Benefit and other benefits preferred.	✓	
A good understanding of 'partnership' working with external agencies.	✓	
Qualifications	Essential	Desirable
A good level of education up to A level or equivalent standard		✓
A formal qualification or experience in Social Housing or related field		✓
Experience	Essential	Desirable
Experience of working with young people, although not necessarily in a housing context	✓	
Skills & Abilities	Essential	Desirable
Proven ability to use IT software including Microsoft Office and online databases	✓	
Excellent interpersonal skills	✓	
Good team work skills	✓	
High standard of communication, people and organisational skills	✓	
Good listening skills and able to show empathy	✓	
Good administration skills	✓	
Ability to write reports, keep case notes, client records and the ability to make and maintain excellent liaison with other agencies.	✓	
Ability to work in a non-judgemental and non-discriminative way.	✓	

Skills & Abilities	Essential	Desirable
Ability to work flexibly and under pressure.	✓	
Personal Qualities	Essential	Desirable
Ability to work within a reactive environment	✓	
Well motivated	✓	
Able to interact with people from varied backgrounds	✓	
Able to work evenings and occasional weekends and public holidays	✓	
Be able to participate in the 'on-call' arrangement		✓
Understanding of the aims and purposes of the YMCA	✓	
High levels of honesty, integrity and discretion	✓	