

Job Title: Assistant Accommodation Project Worker

Responsible to: Accommodation Manager

Job Purpose

To assist in the delivery of 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 interact with residents to encourage an appropriate standard of behaviour and ensure that an appropriate living environment is maintained
- To engage with residents to enable them to develop the necessary skills to support a successful resettlement
- To maintain high standards of supervision and support in order to create a warm, caring and homely environment
- To assist residents with basic life skills such as cooking, budgeting, cleaning and ironing as per their care plan to enable them to maintain their own accommodation after resettlement
- To encourage residents' respect of staff, other residents and the environment in and around the Hostel area
- In conjunction with a Project Worker, interview and assess prospective residents on arrival at the project and complete all associated administration
- To give advice on welfare benefits and make necessary applications where appropriate
- To collect rental charges where appropriate and in accordance with the Association's Housing Management policies
- To inspect rooms on a regular basis in conjunction with another staff member and at the direction of the Accommodation Manager and take any remedial action as necessary
- To aid the collection of arrears in accordance with the Association's arrears policy

- To aid the procedure of eviction when circumstances dictate
- To aid in the establishment of residents' groups and programme (activity) work
- To ensure that the residents' rights are not infringed
- To ensure continuity in key working with other hostel workers by maintaining up-to-date Residents Notes, reports etc.
- To work towards the reconciliation of young people with their families or resettlement in long term accommodation in conjunction with the other staff
- To ensure that accurate statistical data collection and collation is carried out in accordance with house related support monitoring procedures
- To give administrative assistance to the Accommodation Manager with the continued development the rent accounts/maintenance system
- 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 holder's capabilities as directed by your line manager
- A commitment to Safeguarding and promoting the welfare of children, young people and 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 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 a rota including evenings, weekends and public holidays as required	✓	
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	✓	