

Senior Support Worker (Flexi Cover) – Young People’s Service

Department: Care and Support

Reports to: Supported Housing Manager

Direct Reports: None Currently

Main purpose of the Job

- Working in the Young People’s Service to provide flexible cover for team members’ absence.
- Covering both day time shifts and the night service, including waking nights and sleep-ins.
- To provide a high quality housing related support and housing management service in accordance with organisational policies and procedures and contractual requirements.
- To actively seek to engage, enable and empower the young people that you support, taking a collaborative and empathetic approach.

Main Responsibilities

Housing Related Support / Housing Management

- Provide practical and emotional support to individual young people whilst on shift, responding proactively to requests for support.
- This might include tasks across a range of housing related support and housing management functions.
- Keep up-to-date on all young people’s support plans and risk assessments, and update contact logs on each shift as required.
- Work with young people in a professional manner treating them with dignity and respect, and dealing with difficult or problematic situations in a sensitive manner.
- Follow the handover protocols, ensuring handover notes are updated for your shift and communicated to other team members.
- Work in partnership with other professionals to advocate for the young people.
- Promote the safety and well-being of young people; responding appropriately to risk, reporting on safeguarding, accidents and incidents as per policies and procedures.
- Walk about the buildings on each shift to check on H&S and report any repairs to ensure they are completed to a satisfactory standard, informing the central Housing team where repairs performance is poor.
- Following Outward’s Health & Safety Policy and Procedures, carrying out health and safety functions as required during your shift, and take all necessary follow up actions.
- To work with the Supported Housing Manager, maintenance staff and the central Housing team to ensure that a safe and secure environment is maintained.

Night Service

- Provide the night shift on a rota basis, contributing to and working as part of the team.
- Following the rota, either:
 - Be based at one scheme for the shift, and respond to emergencies at other Outward YP schemes, which may necessitate visiting; or
 - Carry out patrols through the night at regular intervals, driving to every young people’s scheme during each patrol and entering each building to check both residents and the building are safe.
- Follow the night shift protocols and shift plan.
- Complete building checks at the beginning, during and end of each shift and record on the handover notes any concerns and tasks to be actioned. If emergency repairs arise during your shift, report to the landlord’s repairs service and give access to contractors.

Additional Responsibilities

- Ensure you are able to use all software applications provided in the course of your duties.
- Participate in regular supervision and annual appraisal, and contribute to identifying your own job related development and training needs.
- Attend training courses and meetings when on shift, including occasional evening and weekend meetings, and attend to out of hour's emergencies as required.
- Participate in a rota that includes early, late, weekend and Bank Holiday shifts. You may also be offered sleep in shifts.
- Support young people to make formal complaints as requested, according to Outward's procedure.
- Participate in internal scheme audits and external inspections.
- Work within the organisation's financial procedures and agreed budget for the service, ensuring that the petty cash is used and accounted for correctly, and any other required financial records are maintained.
- Provide advice, support and guidance to cleaners, caretakers and volunteers as required.
- Work positively as part of the Young People's team and other Outward departments in support of organisational goals.
- Familiarise yourself with and adhere to the organisation's policy and procedural framework, including the Code of Conduct, professional boundaries, confidentiality and Equality & Diversity.
- Be aware of and know how to implement the following protocols / policies:
 - House Rules, including visitors' protocols
 - Each young person's emergency protocols as recorded on iplanit
 - Anti-social Behaviour
 - Drugs Misuse Policy and Procedure
 - Child Protection / Safeguarding adults
- Take responsibility for your own health & safety at work, participating in annual display screen equipment and lone working risk assessments.
- Undertake any other duties commensurate with the general level of responsibility of the post as required by the Supported Housing Manager or a member of the Senior Management Team.

Person Specification

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Criteria	Essential	Desirable	Application / Interview / Test
Qualification	<ul style="list-style-type: none"> To have, or be committed to undertaking, a minimum of L2 or 3 accredited course in health and social care, youth work or a related subject 		A
Skills	<ul style="list-style-type: none"> Ability to listen actively and empathetically to young people, in order to build trusting relationships with them Ability to write clearly and concisely and have good numeracy Ability to build and maintain positive relationships with a range of internal and external partners Ability to work both as part of a team and independently Ability to plan and organise own workload and meet deadlines Competent in using a range of IT packages and communication / social media apps (including MS Word, Excel, Outlook, WhatsApp, communication systems, support, housing management & financial systems) 	<ul style="list-style-type: none"> Ability to support young people to problem solve in order to find optimal solutions to challenges or crises Ability to maintain own self-reflective practice, learning lessons from incidents and putting improvements into practice Ability to manage own response to trauma responses of young people and be resilient to take sufficient care of self to avoid burnout 	A / I A / I / T A / T A / I / T A / I A / I / T
Knowledge & Experience	<ul style="list-style-type: none"> Empathy with young people leaving care, seeking asylum and in housing need, a good understanding of the issues that they face Good knowledge and understanding of risk / safeguarding, particularly in relation to young people Experience of supporting tenants to resolve tenancy breaches, including anti-social behaviour Knowledge of welfare benefit entitlement and the ability to provide benefit and debt management advice Experience of carrying out health and safety checks and identifying, reporting and chasing repairs An understanding of and commitment to tenant consultation, involvement and co-production 	<ul style="list-style-type: none"> A minimum of one year’s experience of providing support to young people with varied and multiple needs A good understanding of the supported housing sector and the delivery of housing related support Knowledge of or commitment to undertake training in trauma-informed practice Knowledge of or commitment to undertake training in psychologically-informed practice 	A A / I A / I A / I A / I A / I

	<ul style="list-style-type: none"> • Experience of general administration and record keeping including electronic records 		A / I
Other	<ul style="list-style-type: none"> • Understanding of and commitment to equal opportunities in service delivery and employment • The availability to participate in a rota including early, late, weekend, Bank Holiday and night shifts (waking night / sleep in shifts) 	<ul style="list-style-type: none"> • For night shifts, a valid UK driving licence and use of own vehicle (with appropriate level of insurance to use car for work purposes) • Commitment to developing self and others by sharing knowledge / expertise and keeping abreast of industry changes. 	<p>A / I</p> <p>A / I</p>
Our values			
Engaging <i>We listen to what people say, we involve people, we are honest and open</i>		<p>We act responsibly</p> <p>We appreciate and respect individuals</p> <p>We are welcoming and inclusive</p>	
Enabling <i>We facilitate, we assist and we support to make things happen</i>		<p>We are committed, passionate and hard working</p> <p>We support to people make informed choices</p> <p>We build upon excellence</p>	
Empowering <i>We inspire and we encourage, supporting people to take control</i>		<p>We are flexible and creative</p> <p>We learn, question, challenge and reflect</p>	
Safeguarding statement			
<p>Outward is committed to safeguarding and promoting the welfare of young people and adults at risk and expects all staff to share this commitment. If the post you apply for involves working with or having access to young people or adults at risk and / or their records, we will require an Enhanced Disclosure from the Disclosure and Barring Services for successful candidates. This must be updated annually in the Young Peoples' Service.</p>			