

**Young People's Support Officer – Hackney Young People's Service**

**Department:** Care & Support

**Reports to:** Supported Housing Manager

**Direct Reports:** None Currently

**Main purpose of the Job**

- Enabling young people leaving care, single homeless and unaccompanied asylum seeking children to build the necessary skills to live independently, developing confidence, resilience, self-reflection, and managing choices and responsibilities.
- To provide a high quality housing related support 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**

- Provide practical and emotional support to individual young people, ensuring that each one has support and risk management plans in place which set out agreed outcomes and effectively support them to attain independent living skills, assess and positively manage risk taking, and take control of their lives in order to move on to more independent accommodation.
- To 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.
- Provide a flexible key work service, meeting your key clients on a regular basis and tracking together progress towards outcomes agreed in their support, tenancy sustainment and move on plans.
- Support young people to take a realistic approach to identifying and obtaining move-on accommodation.
- Work in partnership with other professionals to advocate for the young people you support. Where applicable, refer or sign-post the young person to other agencies for advice and additional support.
- Work with individual young people to identify opportunities for and participation in social inclusion opportunities such as employment, education, training and leisure activities.
- Promote the safety and well-being of young people; responding appropriately to risk, reporting on safeguarding, accidents and incidents as per policies and procedures, and participating in multi-agency meetings as required.
- Maintain up to date knowledge of available community based activities that are suitable for and of interest to the young people and disseminate information about these.
- Involve the young people in the running of their home and the delivery of the service, such as facilitating regular house meetings and consultations where required.

**Tenancy Management**

- Carry out prompt and sensitive assessments of new referrals to ensure their suitability, and facilitate property viewings.
- Complete new tenancy sign ups and associated records, explaining the terms of the occupancy agreement, supporting young people to understand their rights and responsibilities under the agreement, and the impact of any breaches.
- Complete a Settling in Plan with each young person, introducing them to their new home, ensuring they know how to use the facilities, and their responsibilities with regard to health & safety.

- Support young people to pay their rent by helping them to set up and maintain their chosen payment method, and maintaining arrears repayment plans, liaising with the income management team where necessary.
- Provide welfare benefits advice to ensure that benefit entitlement is maximised, and assist tenants with budgeting and debt management where required.
- Provide support to tenants where there is a breach of tenancy that might affect their occupation of the property, including anti-social behaviour, and liaise with the management team to follow up with formal warning letters where required.

#### **Property Management**

- Carry out regular property inspections, and report and monitor 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 such as fire alarm testing and water hygiene checks, and take all necessary follow up actions.
- Carry out actions promptly to ensure voids are ready to let within due timescales.
- Support the young people to manage their home and to create a homely living environment, consulting with young people and liaising with the management team to make use of service charge budgets.
- To work with the Supported Housing Manager, maintenance staff and the central Housing team to ensure that a safe and secure environment is maintained.

#### **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 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 as required.
- 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.
- Take responsibility for your own health & safety at work, participating in annual DSE 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

### Young People Support Officer – Young People’s Services

Criteria	Essential	Desirable
Qualification	<ul style="list-style-type: none"> <li>• To have, or be committed to undertaking, level 2 or higher qualification in youth work or related health and social care</li> </ul>	
Skills	<ul style="list-style-type: none"> <li>• Ability to listen actively and empathetically to young people, in order to build trusting relationships with them</li> <li>• Ability to assess the suitability of referrals for the service</li> <li>• Ability to write clearly and concisely and have good numeracy</li> <li>• Ability to assess support needs, and co-create and review asset-focused support plans and risk assessments</li> <li>• Ability to co-create SMART outcomes with young people</li> <li>• Ability to build and maintain positive relationships with a range of internal and external partners</li> <li>• The ability to work both as part of a team and independently</li> <li>• Ability to plan and organise own workload and meet deadlines</li> <li>• Competent in using a range of IT packages and communication / social media apps (including MS Word, Excel, Outlook, WhatsApp, Outward’s communication systems, support, housing management &amp; financial systems)</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to support young people to problem solve in order to find optimal solutions to challenges or crises</li> <li>• Ability to support a young person to create a safety plan to manage their response to crises</li> <li>• Ability to maintain own self-reflective practice, learning lessons from incidents and putting improvements into practice</li> <li>• Ability to manage own response to trauma responses of young people and be resilient to take sufficient care of self to avoid burnout</li> </ul>
Knowledge & Experience	<ul style="list-style-type: none"> <li>• A minimum of one year’s experience of providing support to young people with varied and multiple needs</li> <li>• Empathy with young people leaving care, seeking asylum and in housing need, a good understanding of the issues that they face</li> <li>• Experience of supporting people to move on to more independent accommodation and the ability to provide resettlement support</li> <li>• Experience of identifying opportunities for social inclusion, and supporting young people to engage with these</li> <li>• Good knowledge of and understanding of risk / safeguarding, particularly in relation to young people</li> <li>• Experience of supporting tenants to resolve tenancy breaches, including anti-social behaviour</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of or commitment to undertake training in trauma-informed practice</li> <li>• Knowledge of or commitment to undertake training in psychologically-informed practice</li> <li>• Knowledge of restorative practice in mediating disputes and conflicts</li> </ul>

	<ul style="list-style-type: none"> <li>• Knowledge of welfare benefit entitlement and the ability to provide benefit and debt management advice</li> <li>• Ability to complete housing benefit claims, support young people to manage rent and service charge arrears</li> <li>• Experience of carrying out property inspections; identifying, reporting and chasing repairs</li> <li>• Experience of carrying out health and safety checks, such as fire alarm testing and water hygiene checks</li> <li>• An understanding of and commitment to tenant consultation, involvement and co-production</li> <li>• Experience of general administration and record keeping including electronic records</li> </ul>	
Other	<ul style="list-style-type: none"> <li>• Understanding of and commitment to equal opportunities in service delivery and employment</li> <li>• A good understanding of the supported housing sector and the delivery of housing related support</li> <li>• The availability to participate in a rota including early, late, weekend and Bank Holiday shifts</li> </ul>	<ul style="list-style-type: none"> <li>• Commitment to developing self and others by sharing knowledge / expertise and keeping abreast of industry changes.</li> </ul>

**Our values**

<p><b>Engaging</b> <i>We listen to what people say, we involve people, we are honest and open</i></p>	<p>We act responsibly We appreciate and respect individuals We are welcoming and inclusive</p>
<p><b>Enabling</b> <i>We facilitate, we assist and we support to make things happen</i></p>	<p>We are committed, passionate and hard working We support to people make informed choices We build upon excellence</p>
<p><b>Empowering</b> <i>We inspire and we encourage, supporting people to take control</i></p>	<p>We are flexible and creative We learn, question, challenge and reflect</p>

**Safeguarding statement**

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.