

**JOB DESCRIPTION**

**Job Title: Youth Engagement Support worker**

**Department: Housing**

**Responsible to: Trauma Informed Counsellor**

**Location: Mansfield Youth Hostel**

**Hours: 37.5 to include weekends, evenings and early mornings**

**Salary: £21,500**

**Job Purpose**

* To be the lead in developing a resident participation agenda and involvement strategy
* Devise an activities programme to encourage meaningful use of time
* To develop a financial inclusion strategy to support resident to maximise their income
* Address the underlying barriers to obtaining meaningful employment and devise workshops to overcome them
* Develop a holistic engagement strategy, with focus on mind, body and spirit
* To support the development of an organisational culture that puts our Christian Core Values - Caring, Honesty, Respect and Responsibility - at the centre of all we do.

**Principal Responsibilities**

**1 Service Delivery – Resident Engagement**

* 1. To develop and lead a representative resident body to promote service user governance and shape the service in accordance to the needs of the client group
  2. To develop a resident engagement programme that is inclusive of all residents
  3. Develop feedback mechanisms to identify resident needs and respond accordingly
  4. To support the development of Psychologically Informed Environment for service users
  5. To work with residents on the development of communal spaces in line with Psychologically Informed Environment framework
  6. Develop a welcoming committee for new residents, comprised of existing residents
  7. To ensure that young people are actively involved in developing, running and evaluating projects to sustain their tenancies and promote independence.
  8. Support residents not in education, training or employment to explore their interests and realise their potential
  9. To provide emotional support on a one to one both basis, and in group sessions as appropriate
  10. Complete emotional needs audits with residents as part of their induction to help tailor support needs and improve wellbeing
  11. To provide residents with opportunities to evaluate the services they have received and develop reflective practice mechanisms
  12. To develop creative workshops that promote a healthy world view and connect residents to the wider community
  13. Create a community action group
  14. Work in partnership with other organisations and employers to develop and promote work experience and volunteering opportunities
  15. To keep accurate records of service user participation levels and provide reports to management as requested
  16. To maintain appropriate records of residents in line with Nottinghamshire YMCA policies and current legislation/statutory frameworks
  17. To develop case studies and social impact studies to evidence impact of the role

1. **Managing Resources**
   1. To ensure the preparation of accurate and relevant statistical and financial information as required
   2. To work with the Housing Management to ensure the work compliments overall service delivery
   3. To work with the Housing Management and other staff to mediate and find resolutions to any disputes and conflicts between residents
   4. To identify and maintain external support with partners organizations to maximize resident potential

**Responsibilities of all YMCA staff, casual workers and managers**

**1 Ambassador for the YMCA**

To act as an advocate and ambassador of the YMCA; promoting and exemplifying the YMCA’s core values, mission, vision, and ethos and to positively and proactively protect the YMCA’s reputation.

**2 Other Duties**

To undertake any other duties and responsibilities as may be assigned by your Line Manager or anyone else designated by the Chief Executive Officer, as necessary. To work in a flexible way to ensure that workload is completed and to undertake any other jobs commensurate with the seniority of the post.

**3 Discretion to Act**

To exercise discretion in the performance of the duties of the post, to use best practice and to ensure the effective and efficient use of resources.

Nothing in this Job Description is intended to authorise the post-holder to undertake responsibilities that belong properly to trustees and members of the Executive Management Team unless properly authorised to do so by the Chief Executive directly or through an appropriate manager.

**4 Relationships and Confidentiality**

To establish, maintain and enhance team-working with colleagues and staff of Nottinghamshire YMCA and to keep confidential all information about individuals and the business of Nottinghamshire YMCA. Any breach of confidentiality will be treated seriously and may lead to dismissal.

**5 Association Ethos**

To support the Christian ethos and core values of the Association. The Association is committed to equality of opportunity and expects all staff and casual workers to abide by our Equality and Diversity Policy.

**6 Health and Safety**

To adhere to the Association’s Health and Safety policies at all times.

**Line Management Responsibility:**

None but the postholder will be responsible for supporting the Tenancy Sustainment Officers working with residents to deliver the Resident Journey and bespoke tenancy sustainment programmes.

**PERSON SPECIFICATION**

**Please ensure that you address all the requirements marked with an “A”**

**in the final column as we will be looking for this information when Shortlisting.**

**Job Title: Youth Housing Project Officer**

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| ***Area*** | ***Criteria*** | ***How Assessed\**** |
| **Experience** | 1.1 Experience of providing housing and/or supported housing services to young people | A, I |
| 1.2 Considerable experience of developing support programmes for young people | A, I |
| 1.3 Experience of intensive housing management (rent collection and payment planning, managing anti-social behavior, housing allocations and housing options etc) | A, I |
| **Knowledge** | 2.1 Working knowledge of Housing Benefit, Personal Budgets and the welfare and benefits system, particularly in relation to young people | A, I |
| 2.2 Good understanding of the needs of young people, their housing rights, support services available and associated legislation | A, I |
| 2.3 Knowledge of relevant housing and homelessness legislation, regulation and statutory frameworks | A, I |
| 2.4 Good understanding of safeguarding issues | I |
| **Education/ Training / Qualifications** | 3.1 Professional qualifications such as NVQ Level 2 in Housing and Social Care and/or willing to work towards a qualification | A, D |
| 3.2 Professional qualification in food preparation/food hygiene or be willing to work towards a qualification | A, I |
| 3.3 Full driving licence (Essential) | A, D |
| **Skills & Abilities** | 4.1 Excellent literacy, IT, financial and numeracy skills | A, T |
| 4.2 Ability to manage and deal with conflict and diffuse difficult situations with confidence | I |
| 4.3 Ability to demonstrate and understand the importance of performance management to clearly stated targets and goals | I |
| 4.4 Able to establish and maintain effective working partnerships | I |
| 4.5 Excellent organisational and prioritisation skills | A, I |
| 4.6 Good negotiation skills | I |
| 4.6 Ability to work with discretion, integrity and confidentiality | A, I |
| 4.9 Ability to initiate and implement change | A, I |
| **Other work related requirements** | 5.1 Ability to support the Christian core values of the Association | A, I |
| 5.2 Willingness to undergo a satisfactory enhanced DBS check and to register with the DBS Update Service **OR** hold a satisfactory enhanced DBS check for the correct workforce plus existing registration for the DBS Update Service | A, D |
| 5.3 Ability to understand the needs of people from diverse cultural, social and racial backgrounds | A, I |
| 5.4 Ability to travel to all of our sites as required | I |

**\*When Assessed** – (A) on Application form, (I) At Interview, (T) During Test,

(D) From Documentary evidence e.g. references, qualifications (relevant qualifications will be checked at the interview stage), driving license etc

*Nottinghamshire YMCA is committed to promoting diversity and practicing equality of opportunity*

*Nottinghamshire YMCA is committed to the protection of children and adults at risk*