



QUEENS HALL ACTION ON POVERTY

JOB DESCRIPTION

Job Title: Young Persons' Support Worker

Salary: £12,626.64 per Annum / £13.49 per Hour

Life Insurance, Healthcare Cover and Pension; also, your birthday off as an additional holiday

Status: Week 1 Saturday and Sunday 8am to 8pm. (24 Hours)

Week 2 Wednesday, Thursday, Friday 4pm to 8pm (12 Hours)

(18 hours p/wk over 2-week period)

Holidays: 22 Days plus Bank Holidays (pro rata)

Based Young Persons Emergency Accommodation, Wigan

Responsible to Hub Manager

Accountable to: Queen's Hall Action on Poverty Trustees

Closing Date: When sufficient no of applications received

Interviews: ASAP. Post to start on 01/04/2026

To Apply: Please review the Job Description attached and upload your CV along with a covering letter explaining why you feel you are perfect for this role via the 'apply here' link or follow the following link <https://hr.breathehr.com/recruitment/vacancies/45445>

Please apply early as we reserve the right to bring forward or extend the deadline for applications, so please get your applications in as soon as possible.

SUMMARY

The Brick is a growing charity with big aspirations for people in need within our community. We provide RELIEF, RESTORATION and REFORMATION by offering tailored support, hope, and opportunity to those looking to improve their quality of life.

JOB PURPOSE:

The Brick is a charity with big aspirations and its local community at the heart of everything it does. As a result, The Brick follows a strategy and approach focusing on personal development by following The 3 R's. The 3 R's are: Relief, meeting felt needs, Restoration, equipping people for self-sustaining, independent living, and Reformation, speaking out and acting against social injustice. The key role will be to support The Brick and individuals through providing Restoration.

In summary, the role of Staff in this provision, will work with young adults experiencing homelessness.

The post holder will be responsible for upholding the house rules and to ensure both the building and all residents are safe. You will positively challenge any behaviour issues in a trauma informed way (full training will be provided) to maintain a calm positive atmosphere for residents.

The focus of the hub is to provide trauma informed support during the day and you will be responsible for building mutual trusting relationships with residents to enable them to engage with their tailored support plans; and become tenancy ready. You will also address any concerns to their Independent Living Mentor during handovers.

You will be responsible to deal with and raise safeguarding, respond to crises and deal with any incidents that occur whilst on shift. You will also be responsible to ensure accurate recording of data and completion of safeguarding tiers, referrals to Adult Social Care and mental health services as appropriate. There may be occasions where induction paperwork will need to be completed when you welcome a new resident if they arrive during the shift.

This is a lone working post and will be subject to an enhanced DBS.

DUTIES WILL INCLUDE:

- Oversee the running of building and ensure all rules, policies and procedures are being adhered to. Issue warnings in line with our Warnings and Exclusions policy.
- Adding information accurately to work management system.
- Complete Safeguarding as and when appropriate.
- Assist residents to maintain a clean and tidy home.
- Assist with recycling and waste to ensure compliance with Health & Safety and Fire Regulations.
- To ensure that individuals are safe, inspired and engaged to reach any goals they have set for themselves.
- To understand that individuals may have experienced tough life experiences and may require a greater level of understanding, thoughtfulness, and empathy. We predominantly work in a trauma informed way.
- Ensure that privacy and dignity is always maintained.
- Fulfil any reasonable instruction as requested by management team.
- Provide structured activities and support addressing key skills to becoming tenancy ready.

QUALIFICATIONS AND SKILLS

Suitable candidate should have:

- Experience of, and resilience for, working with challenging behaviours.
- Excellent listening skills, communicating effectively in a non-judgemental way.
- Be confident, assertive, and resilient to work as a lone worker and part of a wider team.
- Understand complex needs and how communication can be facilitated to those most vulnerable.
- An ability to communicate effectively both verbally and in writing (English) and to collate and evidence work/ outcomes using case management databases.
- A can-do attitude and willingness to undertake a varied workload.
- Ability to show empathy with individuals while maintaining professional boundaries.
- An understanding of the needs and challenges of those experiencing homelessness, including those who have support needs including drug, alcohol, and mental health needs.
- An awareness of key public health messages relating to contagious and spreadable disease.

PARTNERSHIP WORKING:

The Brick is committed to delivering Wigan Council's Deal approach and as such we are asking for applicants who adopt the 3 core behaviours being: positive, accountable and courageous. We are looking for innovation and creativity, The Brick is not afraid to do things differently and pilot new initiatives to trial and test new ideas.

OTHER :

Health and Safety In line with Health and Safety and Lone Working Policies, take reasonable care of personal health and safety and the health and safety of colleagues, mentors and service users and other persons who may be affected by acts and omissions. Reporting any incidents and Safeguarding concerns in a timely and effective manner following the Wigan tier report system.

Diversity Understand and implement The Brick's Equality and Diversity Policy Out of Hours You may on occasions be expected to undertake work in the early mornings, evenings and weekends to ensure full delivery.

Be willing to undertake and assist in fundraising activities which may occur out of hours. Promoting fundraising for the Charity.

To be responsible to the Emergency Accommodation Team Lead The post holder will be expected to: Perform any other duties consistent with the broad objectives of the post.

Participate in individual performance review and respond to agreed objectives.

Attend case management and managerial supervision as required.

Attend and be an active participant in team meetings, team training and other internal meetings etc. Attend external meetings, forums, conferences, training etc. as required by Queen's Hall Action on Poverty.

Being aware of professional standards expected in the service, in terms of holistic person-centred delivery, required ongoing personal and professional development.

Maintain up-to-date knowledge of legislation, national and local policies, procedures, recommendations, and guidelines.

Take responsibility for ensuring that legal obligations regarding information which is processed for both mentors and staff is kept accurate, confidential, secure and in line with the GDPR 2018 and Confidentiality Policies.

Not abuse their official position for personal gain, to seek advantage of further private business or other interests in the course of their official duties.

Queen's Hall Action on Poverty are committed to the safeguarding and protection of all young people and adults, In line with our Safeguarding policies. We will carefully select, train and support all those with any responsibility within the Charity, in accordance with our rigorous recruitment and selection policies.