



## QUEENS HALL ACTION ON POVERTY

### **JOB DESCRIPTION**

**Job Title:** Young Persons Support Worker  
**Salary:** £9,551.36 pro. Rata (£11.48 per hour)  
**Status:** FIXED TERM CONTRACT – APRIL 2022  
**Hours:** 16 hours per week, including weekends  
**Holidays:** 30 Days including Bank Holidays ( Pro Rata )  
**Based at:** Wigan  
**Number of positions available:** 2  
**Responsible to:** Young Peoples Accommodation Team Lead  
**Accountable to:** Queen's Hall Action on Poverty Trustees  
**Closing Date :**  
**Interview Date :**

**To Apply :** Please review the attached Job Description and then upload your CV and Covering Letter  
<https://hr.breathehr.com/v/young-persons-support-worker-18203>

**Please do not register using the link until you are ready to attach your documents.**

### ***SUMMARY***

The Brick is a small 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. We now are looking for an enthusiastic, proactive and inspirational Emergency Access Intensive Housing Manager to join our team, a believer in the right to equal life chances with a passion to improve lives through collaboration and innovation.

### ***JOB PURPOSE***

The Young Peoples Accommodation is part of a community hub model that will offer wrap around care and support to those homeless and most vulnerable in Wigan. Individuals who stay at the Young Peoples Accommodation will be offered an intensive support package by key partners, highlighting agreed actions for sustainable move on. A Young Peoples Accommodation worker needs a knowledge and understanding of those The Brick look to house is critical in forming these holistic actions plans with support agencies. The intelligence collected on shift will be an integral part of the individual action plans used by agencies offering support.

The post holder will support the delivery and growth of the Young Peoples Accommodation hub and build trusting relationships with those using the provision and key partners. They will effectively and efficiently provide a safe and secure place to stay. An important element in keeping people safe is ensuring that the environment and its cleanliness is maintained, the post holder will support residents to engage in developing this and other life skills such as budgeting, cookery and domestic skills to support the sustainment of future properties as they transition through homelessness. They will identify needs and will liaise with key partners and services who will provide the appropriate support using a person-centred approach. These needs will be identified through carrying out inductions and support plans with individuals residing with The Brick and reviewing these through face-to-face sessions. They will work with individuals to identify opportunities of Restoration, in which they will engage as an expectation of placement at the Young Peoples Accommodation.

The post holder will be expected to take responsibility for personal development, identifying personal training needs and participate in regular supervision and appraisal.

### **DUTIES WILL INCLUDE:**

- Working in an asset-based way, the post holder utilises a strengths-based approach to support planning and daily engagement with the residents to encourage independent living and explore appropriate move on options.
- Develop effective working relationships and links with other agencies to ensure every individual is receiving support through key agencies unique to them. Including but not limited to housing agencies, social services, Mental Health Team, other Tenancy Support Services, Alcohol and Drug Services, Complex Needs Team and Life Centre.
- The post holder will be required to share information with relevant partners to allow for continued ongoing engagement.
- To ensure that individuals are appropriately safeguarded and that all recording is completed to a high standard, in accordance to the safeguarding policy.
- To understand that individuals may have experienced tough life experiences and may require a greater level of understanding, thoughtfulness and empathy.
- To take part in the evaluation and development of service and to attend external meetings and case conferences.
- To ensure that regular case reviews are carried out within agreed timescales and that support and action plans are implemented and consistently high-quality case notes are recorded on Lamplight and other data base systems as required.
- Ensuring Accurate handovers are completed between shifts.
- Adhere to The Brick Policies and Procedures at all times.
- Cover for other members of the team and division as necessary.
- Being proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.
- Undertaking, as required, any other duties compatible with the level and nature of the post and/or reasonably required by more senior members of staff.
- Attend and participate in divisional and team meetings and other meetings as required.

### **QUALIFICATIONS AND SKILLS**

#### **Suitable candidate must have:**

- Ability to network, build enabling relationships and work effectively in a multi-agency context.
- Have an understanding of complex needs and experience of supporting those most vulnerable in order to assist key support delivery partners.
- 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.
- A resilient nature and the ability to handle challenging behaviour.
- 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.

### **Diversity**

Understand and implement The Brick's Equality and Diversity Policy

### **Out of Hours**

You will be expected to undertake work in the 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

### **General**

To be responsible to The Young Persons 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.

Be 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 Data Protection Act (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.

To undertake other such duties consistent with the post, as jointly agreed between the post holder and Queen's Hall Action on Poverty

To at all times deliver the service in line with and adhere to the Policies and Procedures

To undertake other duties when required in order to aid in the smooth running of the Project.

To promote good communication within The Brick and the Charity as a whole.

To ensure good time management

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.

### PERSON SPECIFICATION Outreach & Engagement Worker

	Essential	Desirable	How to be Achieved
Degree, NVQ, appropriate qualification or a collective of 1 years' experience in relevant areas.	✓		Application form and interview
Knowledge of basic housing law impacting on tenants in rented and exempt accommodation	✓		Application form and interview
Knowledge of Welfare Benefits		✓	Application form and interview
Understanding of the needs of people with complex needs	✓		Application form and interview
Knowledge of statutory provisions and third sector support		✓	Application form and interview
Knowledge of supported accommodation		✓	Application form and interview
Ability to ensure contract requirements are met	✓		Application form and interview
Ability to work within tight deadlines	✓		Application form and interview
Ability to work within a defined budget		✓	Application form and interview
Understanding of personal budgets		✓	Application form and interview

Possess excellent time management skills	✓		Application form and interview
Ability to work on own and be self-motivating whilst ensuring maximum support is provided to individuals and contract requirements are met	✓		Application form and interview
Possess necessary skills to motivate rough sleepers	✓		Application form and interview
Proven evidence of Multi Agency Working	✓		Application form and interview
Proven track record of using initiative for the improvement of services	✓		Application form and interview
Possess Computer/Information technology skills	✓		Application form and interview
Current valid driving licence and access to own vehicle	✓		

	<b>Essential</b>	<b>Desirable</b>	<b>How to be achieved</b>
A committed professional approach to work	✓		Application form and interview
Able to communicate effectively in writing and verbally	✓		Application form and interview
Evidence of the ability to work in a pro-active manner and taking the appropriate initiative to ensure services meet the demands of Its customers	✓		Application form and interview
Ensure that dignity is maintained to all individuals we work with	✓		Application form and interview
Ability to work as part of a committed team	✓		Application form and interview
Able to adapt to changing priorities and circumstances; Working flexibly to cover tasks as necessary	✓		Application form and interview
Demonstrate honesty and integrity	✓		Application form and interview
Satisfactory Enhanced DBS disclosure	✓		Application form, interview, Qualifications
First Aider, Health & Safety Trained, Data Protection Act Trained		✓	Application form, interview, Qualifications
Ensure Company Policies and Procedures are complied with at all times	✓		Application form and interview
Willingness to undertake activities which benefits the Charity	✓		Application form and interview