

## YMCA CHELTENHAM - JOB DESCRIPTION

<b>POSITION TITLE:</b>	<b>Senior Support Worker</b>
<b>LOCATION:</b>	Based at Caridas House Gloucester and covering Priory Place
<b>RESPONSIBLE TO:</b>	Senior Manager - Pathway Home
<b>SALARY:</b>	YMCA Cheltenham <b>BAND B</b>
<b>HOURS OF WORK:</b>	<b>37.5 hours a week</b>

### **JOB PURPOSE**

The Senior Support Worker will work in conjunction with the Senior Manager - Pathway HOME to provide support to Caridas House, Jubilee House and Priory Place's staff, residents, and stakeholders. They will be responsible for the Housing Team, carrying out 1-2-1's, appraisals and helping to induct new staff. They will work with the Senior Manager- Pathway HOME to assess referrals, address issues around voids and arrears, and work within agreed KPI targets, as well as other administration tasks including rotas.

The role will ensure that YMCA Cheltenham helps its residents to find appropriate, suitable, and longer-term accommodation, and to help staff in their role supporting residents.

The Senior Support Worker will:

- Work alongside the Senior Manager - Pathway HOME to provide a holistic service to residents, supporting them to move into more independent or suitable accommodation.
- Assess referrals from approved referral sources, and work with support workers to get referrals assessed and moved into projects.
- Work with the Senior Manager - Pathway HOME to maintain voids and arrears within agreed targets.
- Provide line management to the team at Caridas House, Jubilee House and Priory Place, adding toil and annual leave to internal programmes and carrying out monthly 1-2-1s and annual appraisals with staff.

### **KEY DUTIES & RESPONSIBILITIES**

#### **PERSONAL SUPPORT AND DEVELOPMENT**

- To work with a caseload of residents to specifically support them holistically through their stay at Caridas House, Jubilee House and Priory Place.
- To work alongside the Housing Team to ensure the Housing Team support all residents and build effective relationships with them during their time at Caridas House, Jubilee House and Priory Place.
- To work alongside the Housing Team to ensure they are using internal housing management software as a relational tool for recording development.

- To work alongside the Housing Support Workers to ensure they follow up and build on issues identified during residents' key working.
- To work alongside the Housing Team to ensure the Housing Team signpost to local agencies who can help residents with their support needs.

### **HOUSING MANAGEMENT AND ADVICE**

- To work alongside Housing Support Workers to identify areas for group work and 1-2-1 sessions.
- To work alongside Housing Support Workers to ensure that all residents receive an efficient and friendly welcoming induction to YMCA Cheltenham.
- To work alongside Housing Support Workers to ensure new residents have signed the licence agreement, house rules and other relevant documentation.
- To work alongside Housing Support Workers to ensure they deal sensitively but firmly with issues of residents' behaviour and support discipline matters as they arise, seeking support and advice from senior staff when more serious situations or the need for eviction arise.
- To work alongside Housing Support Workers to ensure appropriate housing options advice to all residents with a view of them moving to suitable, longer term accommodation.
- To work alongside Housing Support Workers to ensure all contact and key working support given to residents are recorded on the housing management software programme.
- Fully comply with the need for trust, professionalism, integrity and confidentiality within the department, strictly adhering to YMCA Policies relating to resident involvement.
- Provide a friendly Supported Housing-related advice service to agencies and the public who may enquire.
- Have a familiarity of and keep up-to-date with current housing and housing benefit related legislation.
- Be familiar with the Local Authority referral criteria within the borough and YMCA Cheltenham's referral protocol in particular.

### **SOCIAL AND DEVELOPMENT PROGRAMME**

- To work alongside Housing Support Workers to identify areas for group work and 1-2-1 sessions.
- To assist the Senior Manager - Pathway HOME to ensure the Housing Team are supporting the residents' social activities and basic life skills training.
- Support the development of a Trauma Informed Approach to working.
- Support the development of relevant Christian programmes.

### **ADMINISTRATION AND FINANCIAL MANAGEMENT**

- To assist the Senior Manager - Pathway HOME with staffing rotas for day and night staff.
- Assist the Senior Manager - Pathway HOME to minimise arrears through procedures and monitoring.
- Assist the Senior Manager- Pathway HOME to keep appropriate records as required which includes the use of our In-Form housing management software.

### **PROPERTY MANAGEMENT**

- Assist the Senior Manager - Pathway HOME to regularly inspect the property, internally and externally, including resident accommodation.
- Work within the YMCA Cheltenham Maintenance Policy.
- Work within the YMCA Cheltenham Health and Safety Policy & COSHH regulations.
- Work with the YMCA Property team to address any day to day repairs, renewals, and cyclical maintenance as necessary.
- Report all health and safety concerns to appropriate staff members.

- Assist the Senior Manager - Pathway HOME with the implementation of the fire safety policy and running regular tests and drills.
- Assist the Senior Manager - Pathway HOME to complete regular maintenance reports and records as outlined by the YMCA Senior Manager - Property.

**PARTNERSHIP WORKING**

- Maintain good positive working relationships with stakeholders.
- Attend appropriate meetings with other housing providers, support groups and statutory agencies as necessary.
- Build strong networks within the community.

**HUMAN RESOURCES**

- To participate in appropriate staff development, training and supervision.
- Assist the Senior Manager - Pathway HOME to ensure that all new starters are trained effectively.
- Assist the Senior Manager - Pathway HOME to ensure that all employees' one to ones and Appraisals are carried out effectively.
- Assist the Senior Manager - Pathway HOME to ensure all employee HR matters are addressed.
- Assist the Senior Manager - Pathway HOME to encourage continuous personal development with all staff.

**YMCA**

- Assist the Senior Manager - Pathway HOME to promote a culture of high standards of service delivery and continuous improvement and ensuring that Key Performance Indicator targets are met.
- Assist the Senior Manager - Pathway HOME to actively contribute to the work of the Cheltenham YMCA management team in relation to the strategic direction and management of the Association.
- To ensure the Housing Team and the postholder respects the YMCA Christian ethos and uphold its values.
- Lead and promote the Christian ethos of the Association in all aspects of the work.
- To carry out any other tasks within the post holder's capability that may be required from time to time.

**REQUIRED PROFILE**

The ideal candidate for the role of Senior Support Worker will possess:

- Evidence of an excellent standard of literacy, numeracy and English language skills.
- Ability to work with tact and diplomacy and react sensitively and with emotional intelligence when dealing with complex, sensitive or confidential scenarios.
- Able to work in a highly confidential way with the ability to apply judgement, common sense, problem solve and find practical solutions to difficult challenges.
- Ability to manage own workload with minimum supervision, to tight deadlines and to work well in a busy office environment.
- Adaptable and able to handle people of all capabilities and attitudes.

- Effective interpersonal and influencing skills with the ability to maintain good working relationships across a range of staff levels both internally and externally.
- Previous experience in managing a team.
- A minimum of 3 years' experience in the Supported Housing environment with experience of working with vulnerable at-risk clients.
- Level 4 in a relevant qualification or a desire to achieve this.
- Specialist training to RQF Level 3 and 4 or a desire to achieve this qualification.
- Minimum of RQF 3 in management or a desire to achieve this qualification.
- Able to drive is desirable.
- As a member of the Housing Team you will be expected to demonstrate the values, initiatives and cultures of the organisation.

### **ABOUT THE ORGANISATION**

YMCA Cheltenham, founded in 1855, is a registered charity and has become a leading provider of supported housing for the most vulnerable in Cheltenham and Gloucester, alongside other works sports facilities, affordable housing and other charitable activities.

YMCA Cheltenham is an organisation founded on Christian values and, as such, employees may encounter behaviours, artefacts, or other elements particular to or representative of the Christian faith in their workplace. Employees are not required to adhere to the Christian faith, or any faith, and no such consideration is made by the organisation in employment choices or in delivering its services.

### **GENERAL**

This job description provides an indication of the roles and responsibilities for the post of the Senior Support Worker. The job description should not be construed as an exhaustive list of the duties that the post holder may be asked to undertake.

The post holder will be expected to carry out any other duties which may be reasonably requested by the Senior Manager - Pathway HOME.

**YMCA Cheltenham is wholly committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. We expect all our staff and volunteers to share this commitment.**