Complex Needs Housing and Support Officer

Job Description

Responsible to: Complex Needs Housing & Support Co-ordinator

Responsible for: No direct reports

Hours of Work: 38.5 hours on a shift rota including weekends and bank holidays – 4 days on, 4 days off, 12 hour shifts

Work Location: YMCA Surbiton, Rough Sleeper Project, although may be required to work at any YMCA location

Job Purpose

- To provide comprehensive housing management and housing related support to a caseload of complex needs rough sleepers
- Work collaboratively with other departments – in particular, Progression Team and Assessment Bed Team, and other community operations teams (Health and Wellbeing, and Children Youth and Families) to deliver the best service for our residents
- To ensure that residents receive services relevant to their needs, arising from their Outcome Star assessment action plans
- To be responsible for ensuring that the Inform is maintained accurately times for all residents with whom you have contact
- To support residents to engage and participate in Progression activities
- To work proactively with residents to high-quality and affordable move-on accommodation
- Maximise resident's uptake in Progression opportunities by working alongside the Progression Coaches
- Maximising housing occupancy and minimising voids by taking proactive action
- Ensure that residents comply with Tenancy and License conditions, and taking action to deal with any anti-social behaviour as instructed by the Housing and Support Manager

Organisation Context

YMCA St Paul's Group (SPG) is the largest YMCA in Europe and a leading provider of supported housing in London and beyond, providing a safe place to stay to about 1,200 young and vulnerable people each night.

- We provide housing and support to those in need of a place to call home and support them with services that empower them to build a positive future.
- We support children, young people, and families to be safe, healthy, connected, and confident.
- We bring people together by encouraging them to be healthy, physically, and mentally.

President: The Reverend Dr Richard Cheetham, Bishop of Kingston. YMCA St Pauls Group is a company limited by guarantee registered in England. Registered office: St James House, 9-15 St James Road, Surbiton KT6 4Q. Company registration no: 2971930. Charity no: 1041923. Social housing provider ID: LH4078. Ofsted no: RP524773. CQC provider: 1-101652524.

- We help nurture an environment where people of all faiths and none can understand and express the love of God.
- We empower our residents, staff and users by providing them with excellent service and welcoming properties where they can thrive.
- We enable the Charity to respond to the future with an equipped and empowered workforce that is flexible and agile.
- The vision of YMCA St Paul's group is to empower young people by providing the resources and support so they can thrive. We wish to create inclusive, active and healthy communities where everyone can flourish.

Our approach is informed by our Christian faith and we work with fellow community collaborators to see this vision realised. Our core values underpin the way that we deliver our work, and our aim is to create an inclusive culture where our staff, residents and customers feel a sense of belonging and can be their authentic selves.

Duties and Responsibilities

Support

- To carry out comprehensive initial assessments and intakes into the project, ensuring that criteria is met and any risk management plans are in place.
- To be responsible for the provision of support to an agreed caseload of clients.
- To provide personalised case management, support and advice to all clients, carrying out Homeless Outcome Stars, to support their needs and aid their recovery and resettlement.
- To ensure that all case work is recorded on Inform (Housing Management System) and kept up to date
- To record and report outcomes according to timescales given.
- Contribute to the provision of a Psychologically Informed Environment (PIE) that provides high quality accommodation and housing support which respects individuals' lifestyle, experience and culture and is responsive to individuals' needs.
- Ensure work is delivered collaboratively with other agencies in particular Waltham Forest Rough Sleeper team, CGL, NELFT, Public Health etc.
- Ensure that Safeguarding procedures are followed, taking action to report concerns proactively in accordance with our Safeguarding Policy and Procedures
- Assist with the promotion of the Progression team to ensure residents maximise their engagement with Education, Training, Employment and Volunteering (ETEV) and Engagement and Empowerment activities
- Be responsible for monitoring client's welfare, including physical and mental health, substance misuse and to intervene with appropriate strategies as needed
- Liaise, advise, and advocate with the client to external agencies
- Carry out Facilities Checks and Wellbeing Checks as required in accordance with policy and procedures
- Support residents to establish a greater awareness of the community they live in and their ability to live independently

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General – All Staff

- Attend all relevant training and development programmes.
- Attend all relevant cross departmental, and Corporate meetings as and when required.
- Undertake all duties with regard to the Association's Equal Opportunities and Diversity Policy and other policies and procedures adopted by the Association.
- To be aware of and comply with safe working practices as laid down under the Health and Safety at Work Act and to attend training as required.
- Respect the Christian ethos of the YMCA and uphold its values.
- Undertake any other duties as requested by line manager.
- Ensure that Digitally and Financially Inclusive approaches are taken with the provision of housing management and support

Scope and Limits of Authority

This role has no delegated authority.

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Person Specification/Key Competences

KNOWLEDGE	
Essential	**Desirable**
Graduate standard of education	Housing Diploma or Qualification
Good working knowledge of equality and diversity	
EXPERIENCE	
Essential	**Desirable**
Face to face work with people who need support e.g. supported housing, advice, housing or social work	Working with rough sleepers
One to one support to vulnerable clients in a supported housing setting	Resettlement and move-on experience into registered housing and private rented sector
Working with clients with complex needs and chaotic lifestyles	
APTITUDES AND SKILLS	
Essential	**Desirable**
To develop and maintain good working relationships and to encourage client participation	Working knowledge of Inform Data Management System
To assess needs in relation to housing and identify key areas for support	Working knowledge of Pyramid Rental Income System
Excellent communication and interpersonal skills	
Ability to advocate, negotiate and mediate on behalf of clients	
Ability to confront difficult situations and reconcile different viewpoints	
Ability to develop support strategies and projects to benefit clients	
Good organisational skills combined with good IT skills	
PERSONAL	
Ability to work both as a member of a team and on own initiative	A full UK driving licence
An understanding and sympathy with the YMCA vision and mission	
A commitment to providing young people with high quality support	
Able to work a shift pattern including evenings and weekends	

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Supported Housing Officer

Terms and Conditions of Employment

Salary
£33,233.00

Hours of Work
38.5 hours on a shift rota including weekends, 4 days on, 4 days off 12 hour shifts

Annual Leave
Commencing at 25 days per annum plus public holidays (for five day per week workers; otherwise pro-rata).

Conditions of Appointment
Subject to satisfactory references, medical clearance, Disclosure & Barring Service check and verification of ability to work in the United Kingdom. Also required to wear staff badge, and where appropriate, supplied uniform.

Probation Period
Six months.

Continuity of Service
For those already employed within the YMCA Federation, continuity of service will be recognised for pension and annual leave entitlement, but not statutory rights.

Notice Period
One week during the probation period and then a minimum of one calendar month.

Pension
Subject to certain criteria set by Government, you will be auto-enrolled into our chosen workplace pension scheme. The default position on Auto-Enrolment will be for your contributions to be made on a Salary Exchange basis, but you will have the option to opt-out of this arrangement. In respect of these Salary Exchange arrangements, you agree that your gross pay will be reduced by an amount equal to your Salary Exchange contributions.

Other Benefits
Free use of the health and fitness facilities; a staff discount in restaurants.

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