

The background of the page is a complex, abstract geometric pattern composed of various shades of dark purple and grey, creating a sense of depth and movement through overlapping planes and lines.

**Job Information Pack  
Accommodation and  
Support Enabler**

## **THANK YOU FOR YOUR INTEREST IN YMCA DULVERTON GROUP**

It is a pleasure to know that you are interested in working with us. Please find enclosed further information about this position, which I hope you find helpful.

YMCA Dulverton Group is one of the largest providers of youth support services in Somerset and Devon and a part of the wider YMCA movement which operates internationally in 119 countries to form the largest and oldest youth charity in the world.

We are a local community charity. We deliver life changing services to over 10,000 children, young people and families across Somerset and Devon every year. Our work covers a wide range of areas including; accommodation, housing advice, childcare, health advice, youth clubs, volunteering and alternative education.

Based on a social enterprise model, all the income we generate goes back into funding our local community projects and initiatives.

Last year in Somerset we provided over 32,000 safe nights of accommodation for vulnerable people and over 40 training opportunities for young people. Having undergone huge expansion this is an exciting time to join our staff community.

Our vision is 'to be a leader in transforming communities so that all children, young people and families can truly belong, contribute and thrive.'

We are continuing to grow and are looking for dedicated and conscientious individuals who can thrive in a fast paced, ever evolving environment.

If the opportunity to help us develop and evolve our business is something that you feel you would like to be part of then we want to hear from you. You will be joining a great team of determined staff in a fast-moving organisation.

Please take time to read through this job pack, take a look at our website and read through the job description and person specification to see how you would meet with our needs.

We hope to hear from you soon.

A handwritten signature in black ink, appearing to read 'M. Hodgson', is positioned above the printed name.

Martin Hodgson  
Chief Executive Officer

## Our values

The post holder will be expected to operate in line with our organisational values which are;

- **Value the Individual** – Respect others, ourselves and the people we work with in all that we do
- **Giving of our best** – Showing commitment in our work and to enable young people
- **Caring Deeply** – Have a passion for the work we carry out
- **Providing Creative Solutions** – Show innovation in the approaches we take in supporting young people
- **Communicate authentically and truthfully** – Show openness in our dealings and approaches to people

**Title:** Accommodation and Support Enabler

**Reports to:** Team Leader

### **Background**

We are looking for a dedicated, enthusiastic and hardworking person to join our new team in Bridgwater.

We are seeking to set up a dedicated and high performing Housing Team in Bridgwater, and we are keen to find someone who really believes in creating a warm and supportive environment for families which allows them achieve their potential. We are seeking someone who is motivated to make a real difference for customers and communities.

### **Purpose**

Creating professional, positive and trusting relationships are key to working with our customers, in order to provide a supportive environment where they can make steps to move to independence and achieve goals that matter to them. Our teams take an asset-based approach to actively encourage positive progression for all the individuals we work alongside.

As a service we provide a safe and welcoming environment for the individuals we support, with their aspirations and desires at the forefront of the support we offer. Overall, we seek to provide a safe and welcoming environment to encourage and enable everyone we support to achieve progressive change through positive opportunities. This can be challenging yet rewarding work that helps individuals and families to belong, contribute and thrive.

### **Key Relationships:**

Customers, Managers, Colleagues & Partner agencies.

## **Main Responsibilities**

### **BELONG**

- Build professional, trusting and respectful relationships with all customers, partners and colleagues
- To assist in the day to day running of the supported accommodation, ensuring high standards of housing and support delivery
- To prepare and turn around rooms, being ready with move-in paperwork, so that customers feel we are ready to welcome them from the first day they arrive
- Provide Welcome packs to every new customer, help them to settle in to their new home and complete all relevant move-in paperwork
- To work as part of a team in creating a positive community atmosphere and ensuring behaviours are in line with the conditions of the Licence Agreement
- To actively challenge negative, anti-social or discriminatory behaviours with aim of ensuring a peaceful environment where all customers feel they belong
- Meet and start work with customers to discover what matters to them and interests them, identifying their goals and aspirations

### **CONTRIBUTE**

- Manage your caseload providing constructive guidance to each customer through effective support planning, overseeing individual rent accounts to minimise the risk of arrears and loss of accommodation
- Liaise with Somerset Council's Housing Options Team, to ensure efficient communication to support customers to complete any actions as part of their Homeless Application
- To meet client needs through a high-quality service which enables customer to address their support needs, develop their skills and knowledge, and that ultimately prepares them for a positive move-on
- To promote good practice within the Housing Team and as a representative of YMCA DG
- To work effectively as part of the Housing Team to uphold standards and provide consistency in communication for all customers

- To undertake and engage with appropriate identified training and development to aid your effectiveness in the role
- To develop specialist knowledge in a job-related field under the direction of the Team Leader/Housing Manager

### **THRIVE**

- Assist customers to a position of feeling that what they do matters and having the ability to sustain volunteering roles as well as employment, and to maintain their own tenancy
- Support customers, preparing them for move on to their own home, offering advice and support regarding independent living, tenancy management, personal finances, healthy relationships, developing their domestic/life skills and working towards the goals that matter to them
- To lead workshops and activity sessions that engage customers in their interests, or work towards their goals and which support their wellbeing and development in a safe and nurturing environment
- To enable customers to feel settled and important part of their community, engaging positively in groups and activities locally that matter to them

### **Health and Safety**

- In carrying out this role you have a duty (under Health and Safety legislation) to take reasonable care for the health and safety of yourself and that of others. This implies taking positive steps to understand the hazards in the workplace, to comply with safety rules and procedures and to ensure that nothing you do, or fail to do, puts yourself or others at risk. This includes managing a safe and secure environment for people who use our services
- This duty includes checking that any person entering YMCA Dulverton Group property has a right to do so and their visit is recorded in accordance with YMCA Dulverton Group procedures

### **General**

- Where necessary work alongside the Site Lead(s) and Housing Manager in managing breaches of the Licence Agreement and relevant action i.e. warnings and evictions
- To represent YMCA DG with statutory and non-statutory partners in relation to meetings and referrals

- There may be occasions when the post holder may be required to work at any other of the YMCA DG sites in line with service needs
- The post holder must at all times carry out their responsibilities with due regard to YMCA DG Code of Conduct and policies and procedures in particular, Equal Opportunities, Health & Safety, Confidentiality, Safeguarding and Data protection Act
- All staff have a responsibility to participate in the YMCA DG Performance Review Scheme and to contribute to their own development
- To maintain and develop up-to-date professional knowledge and skills through training, reading and other such activities and to incorporate the same into practice
- Work across the organisation to build a learning culture and positive working environment
- To maintain and demonstrate a commitment to YMCA Dulverton Group's Vision, Values and strategic aims and objectives and ensure all activities reflect the values of YMCA Dulverton Group
- Managing health and safety issues in your area of responsibility in line with the relevant section(s) of the Health and Safety Policy
- Complying with YMCA Dulverton Group's GDPR, confidentiality and information security policies at all times
- To undertake such other duties and responsibilities reasonably consistent with the role of Accommodation and Support Enabler

This Job Description is not intended to be exhaustive, the duties and responsibilities may therefore vary over time according to the changing needs of the service

YMCA Dulverton Group is committed to the protection and safeguarding of children and adults at risk and promoting their welfare. The YMCA Dulverton Group, therefore, expects all staff and volunteers to share this commitment

## Person Specification

### KEY

A = Application

I = Interview

T = Testing/Assessment

P = Prevention

Criteria	Essential	Desirable	Assessed by
<b>Education / Qualifications</b>			
A good basic level of literacy and numeracy	X		A/T
A qualification in Youth Work, Housing, Social Science or related area		X	A
<b>Experience</b>			
Experience working with customers		X	A
Experience working in partnership with other professionals and/or organisations		X	A
Specific experience in a specialist area of support i.e. education & training, substance misuse work, mental health, etc.		X	A/I
<b>Skills &amp; Abilities</b>			
Excellent communication and interpersonal skills	X		I
Proficiency in IT skills including Microsoft Outlook & Word		X	A/T
Ability to remain calm, professional, patient and supportive in challenging situations.	X		I
Able to show tolerance, understanding and empathy to each person we work with.	X		I
Able to work unsocial hours, including evening and weekend duties. Where necessary to work bank holidays (including Easter & Christmas), these requirements will be agreed wherever possible in advance. Time of in lieu provided in place.	X		A/I
Support the Christian ethos of the YMCA	X		I
<b>Personal Qualities</b>			
Open to receiving feedback, able to reflect on own practice and keen to learn	X		I
Commitment to training and professional development	X		I
Honesty & Openness	X		I
Commitment to Safeguarding and H&S and following standards in place	X		I
Self-motivated and resilient	X		I

### Other requirements

- YMCA Dulverton Group is committed to the protection and safeguarding of children and adults at risk and promoting their welfare. The YMCA Dulverton Group, therefore, expects all staff and volunteers to share this commitment.



- This post is subject to an enhanced level DBS Disclosure in respect of the Adults/Children's Workforce.
- This candidate must be committed to equality and diversity in the workplace.
- May be required to attend occasional evening meetings.
- Postholder must have a driving licence and access to a car.

## **Main terms of employment**

- Salary:** £24,461.52 per annum
- Location:** Bridgwater will be your primary place of work, however you will be required to periodically work in our other family provision in Highbridge to cover annual leave.
- Hours:** 37.5 Hours a week (to include evenings and bank holidays on a rotational basis. Some weekend working may be required, but would not be typical)
- Flexible working:** We provide flexible working arrangements to support team productivity and stability. This may include changed working patterns and working from home on occasions.
- Holidays:** 28 days per year, plus bank holidays.
- Pension:** On completion of a six-month probation period, YMCA Dulverton Group will make a contribution of 3% of salary.
- Benefits:** Health and wellbeing of our staff is important to us. We offer regular training opportunities and a comprehensive benefits package. Including gym membership at a choice of locations, 10 days of free school holiday childcare, discounted childcare for 0-5's and a 1-night hotel stay at our locations.