YMCA
DULVERTON GROUP

Job Information Pack

Bank Accommodation Support Enabler

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: **Bank Accommodation Support Enabler**

Reports to: **Accommodation and Support Manager/Team Leader**

Background

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

We are a dedicated and high performing Housing Team, keen to find someone who really believes in creating a warm and supportive environment for individuals and 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 on to greater 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 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 good standards
- To prepare rooms and be 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 residents 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
- To meet client needs through a high-quality service which enables customers 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 Housing Manager

THRIVE

- Assist customers to a position of feeling that what they do matters and having the ability to hold down any 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 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
Education / Qualifications			
A good basic level of literacy and numeracy.	X		A/T
A qualification in Youth Work, Housing, Social Science or related area.		X	A
Experience			
Experience of working with customers in a supported accommodation.		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
Skills & Abilities			
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.	X		A/I
Support the Christian ethos of the YMCA.	X		I
Personal Qualities			
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
Commitment to Equality, Diversity and Inclusion.	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.

- Postholder must have a driving licence and access to a car.

Main terms of employment

Salary:	£13.27 per hour
Shift Pattern:	Shifts consist of 8am - 4pm & 12pm - 8pm, to include evenings, weekends as an when needed to cover holiday and sickness.
Location:	Somerset, North Somerset, Devon
Hours:	0 hours
Flexible working:	We provide flexible working arrangements to support team productivity and stability. This may include changes to working patterns
Holidays:	5.6 weeks per year, plus bank holidays Pro Rata
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 a range of benefits including a Health Cash Plan, Employee Assistance, discounted child care, free night's stay in one of our hotels per year