Job Profile Project Worker

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| Reporting to | Head of Operations | Job Level: |
| Service Area | Housing and Community Services | * Entry level/Ancillary * Service Delivery * First Line Manager/Qualified Practitioner/ Specialist * Manager/Clinical Supervisor/Senior Specialist * Senior Operational Management * Strategic Leadership |
| Location | Eastbourne, East Sussex | |
| Contract | Flexible range of shifts – see job advert for more details | |

Where you fit

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# Job Purpose

# The Project Worker supports a caseload of young people or adults at risk, providing supported housing services and coaching them so they can articulate and achieve their aspirations and ambitions, and acquire the skills they need to live independent and fulfilling lives.

# About us

YMCA DLG stands together with children and young people who are at risk; keeping them safe, supporting their emotional wellbeing, and enabling them to belong, contribute and thrive in their local community.

We work to prevent youth homelessness across Sussex and Surrey and provide a home to 763 young people every night. We reach a further 10,000 young people and their families through our other key services, such as counselling, support and advice, mediation, and youth work.

We are a member of the YMCA Federation of England & Wales and are guided by their vision of *‘transforming communities, so all young people can belong, contribute & thrive’*.This vision reflects the original Christian foundation of the YMCA Movement, but with a clear emphasis on being an inclusive organisation. Our valuesof *we welcome all, we inspire, we support, and we speak out* guide us in all our actions.

# Project

We provide transitional housing for 132 young people aged 18 to 35, across 20 sites in Eastbourne, Hastings and Bexhill.

Supported by Homes England grant funding, the scheme enables us to lease empty properties from private landlords and refurbish them to a good standard, to provide affordable and safe accommodation for young people in housing need. Aimed at young people who are not quite ready to live completely independently we manage the lettings and deal with any issues that arise.

# What you will be doing

### Coaching and engagement

1. Coach an agreed number of young people so they can articulate their aspirations and ambitions and take the lead in acquiring the skills they need to live independent and fulfilling lives
2. Deliver one to one key work sessions, co-produce groupwork and activities, and champion More Than A Room (YMCA DLG’s support model) so that residents can access tailored solutions that meet their needs, wishes and aspirations
3. Work creatively and effectively alongside young people to inspire and encourage them to develop their talents as they seek employment, volunteering, and training opportunities
4. Ensure young people are encouraged to take responsibility for their own personal development, to engage with the services on offer and build strong networks and connections within the local community to sustain their journey when they move o
5. Ensure young people’s views, aspirations, concerns, and ideas are sought so they can play an active role in influencing the services they receive
6. Assess and monitor the risks presented by young people to ensure they can keep themselves safe and, where possible, continue their development
7. Record all incidents and accidents and share appropriately with the wider team, your manager and, if necessary, the central safeguarding team
8. Maintain client records on In-Form (client database) detailing the young person’s journey in relation to their strengths and needs, any risks, and any outcomes (to monitor service performance)

**Housing**

1. Promote a credit culture, encouraging young people to keep up to date with all payments for rent
2. Coach young people to manage their occupancy agreement and adhere to house rules, in preparation for independent living
3. Maintain up-to-date knowledge of housing and welfare benefits for young people and be well-informed on significant changes to housing law to help them access all support available to them
4. Deal effectively with non-compliance issues, such as non-payment of rent or damage to room, using restorative practices and working collaboratively with the rest of the team
5. Share in the duty management of the building(s), maintaining and ensuring the health and safety of the site(s) and its occupants
6. Respond to enquiries from statutory agencies and interview prospective new residents for accommodation, ensuring they have clear information on what the service offers and their own responsibilities within it (i.e. a clear ‘deal’)

**General**

1. Work as part of a team rota (which may include evenings and weekends) to ensure cover, and take responsibility for personal safety during periods of lone working
2. Participate in relevant continuing professional development and utilise Reflective Practice Supervision as part of leading Trauma Informed practice
3. At all times comply with YMCA DLG policies and procedures (including Safeguarding, Data Protection and Equality and Diversity) and abide by the Code of Conduct
4. Carry out any other appropriate duties as directed by the Head of Service and/or Project Manager in your project.

# Person Specification

**Knowledge & Experience**

* Experience of working proactively with a caseload of young people and/or adults at risk to enable them to achieve independent living
* Knowledge of statutory and voluntary resources available to young people or adults at risk
* Knowledge of the principles of psychologically informed environments, trauma informed care and strengths-based support
* Demonstrated confidence and competence in recording notes/actions in service log, incident forms and health and safety check lists
* Knowledge of good safeguarding procedures in relation to young people and/or or vulnerable adults, and the ability to maintain effective professional boundaries
* Understanding of, and commitment to, equality, diversity and inclusion

**Skills and Abilities**

* Ability to communicate clearly both verbally and in writing for appropriate recording of a resident’s progression, and to evidence outcomes achieved
* Ability to build and maintain strong relationships with all stakeholders, including signposting and advocating for clients as necessary
* IT skills, including proficiency in MS Office 365 package and client data management systems (training on YMCA DLG systems provided)
* Ability to work autonomously, and use own initiative, as well as being part of a team

**Qualifications and Training**

# Educated to GCSE/NVQ Level 2 in relevant subjects, or equivalent through relevant CPD training/experience relating to housing, support work, and/or working with young people or adults at risk

* Evidence of CPD relating to housing, support work and/or working with young people or vulnerable adults

# Employee Declaration

I confirm that I have read, understood and agree to the expectations outlined in the profile

Name: Date: Signed: