

## Role Profile

<b>Job Title</b>	Youth Development Worker – Tenancy Sustainment		
<b>Reporting into</b>	Team Leader – Supported Housing		
<b>Directorate</b>	Supported Housing	<b>Working Style</b>	Field/Scheme Based
<b>Responsible for</b>	N/A		
<b>Level of Work</b>	Level 1 - Team Member		

### Summary of Role:

As a Youth Development Worker within Supported Housing, you will be responsible for providing a dynamic, high quality, responsive, young person led service and ensure that the service delivers an environment that is conducive to a coaching atmosphere and embrace a learning approach.

You will provide key worker support for young people through advocacy, 1-2-1 support and in group work settings to include life skills and independent living skills.

As a specialist in tenancy sustainment you will ensure that young people are able to maintain their excluded licence and tenancies and can access services that are appropriate to their needs, strengths and aspirations.

### Key Areas of Responsibility:

- To build open, collaborative, and trusting relationships with young people accessing the service, including colleagues and partner agencies.
- To be accountable for a caseload of young people ensuring each young person has a relevant and up to date action plan and risk assessment.
- To coach young people using a range of tools and choice options; nurturing their natural talents and skills to meet their individual goals.
- Work with colleagues to implement and develop an inhouse programme, using a variety of informal and formal education to encourage young people to engage to develop their learning, employability, and life skills.
- Promote strong engagement with young people, giving them opportunities to be involved in the running of the service through residents' meetings, and by responding to young people's issues and concerns.
- Ensure responsibility for safeguarding and promoting the welfare of children and young people and/or adults at risk.
- Maintain accurate records of a confidential and sensitive nature including needs assessments, risk assessments, case notes, and action plans in accordance with agreed procedures ensuring confidentiality always.
- Minimise voids and arrears through key work. Provide support with budgeting, welfare benefits and life skills to each young person on their allocated caseload.
- Develop and maintain relationship with external partners to facilitate young people's access to specialist support.

- Achieve positive outcomes for young people and partner agencies by creating effective networking relationships.
- Ensuring young people's rent is paid regularly and on time.
- Explaining the licence, tenancy agreement and project rules, ensuring young people abide by it.
- Organising inspections of young people's property and arranging for any repairs or improvements to be carried out, including the replacement of furniture.
- Ensuring that young people are aware of their rights under their agreement.
- Assisting young people to access relevant support providers as required.
- Liaising with all relevant agencies, both statutory and voluntary, on young people's behalf.
- Providing young people with advice and facilitating a move to alternative accommodation as required.
- Intensive housing management to ensure: Reasonable property condition is maintained, to deal with rent arrears and to deal with nuisance issues and anti-social behaviours.
- Ensuring that young people set up controls/equipment cost effectively, for example ensuring boiler/heating controls are used appropriately.
- Ensuring access for gas servicing and visual fire inspections are met as part of the landlord's legal duty.
- Ensure young people claim Housing Benefit and other welfare benefits to minimise any unnecessary debt.
- Ensuring contractors and professionals can access properties and carry out health and safety and risk assessments of property when necessary.

### **Skills, Knowledge and Experience:**

Skills, knowledge and experience required for a Level 1 - Team Member role, along with the below role specific requirements:

- Experience of working effectively with young people with diverse strengths, needs and aspirations and an awareness of needs and risk assessments.
- Understanding, or experience, of issues surrounding young people and/or homelessness and an awareness of associated risk management: alcohol and substance misuse, mental health, self-harm, offending behaviour.
- Experience of maintaining records and putting into place action plans.
- Knowledge and understanding of training, employment, and educational opportunities.
- Resilient with the ability to be open and responsive to the changing needs of young people and commissioners of the service.
- Lone work safety and work effectively as part of a team.
- Confident in dealing with a wide range of people, able to read and assess difficult situations and provide solutions.
- Knowledge and understanding of safeguarding and the ability to develop a culture of openness and trust.
- Knowledge and understanding of welfare and housing benefits.
- Awareness of coaching approaches. (D)
- Knowledge and understanding of housing related support and housing management services. (D)
- Knowledge and understanding of Ofsted supported accommodation regulations 2023 (D)

- Knowledge and understanding of Childrens Act 1989: care planning, placement, and case review guidance (D)
- Knowledge and understanding of relevant statutory and voluntary services. (D)
- Relevant work or voluntary experience. (D)











### Professional/Vocational/Academic Qualifications:

- Level 3 qualification or equivalent in a relevant subject such as youth work, health and social care, coaching, mental health, housing, or ability to work towards.
- Good level of literacy and numeracy.
- Safeguarding certification. (D)
- Coach qualification. (D)
- Mental Health First Aid certification. (D)

### Safeguarding and Lone Working:

- Enhanced DBS check.
- Lone Working.

### Values and Behaviours to be demonstrated in this role:

We are customer focused	We challenge convention	We deliver together
 <p><b>We are committed to safety</b> <i>We operate safely, and are committed to ensuring the safety and wellbeing of others</i></p>	 <p><b>We keep learning</b> <i>We know the business, are commercially astute and an SME in our field</i></p>	 <p><b>We manage ourselves</b> <i>We take accountability for our own performance and actions</i></p>
 <p><b>We listen and take account of customer views</b> <i>We put the customer at the heart of what we do</i></p>	 <p><b>We do the right thing</b> <i>Operates fairly and respectfully, expects the same from others, and focusses on the right stuff</i></p>	 <p><b>We collaborate with others</b> <i>Works effectively with others to achieve goals</i></p>
 <p><b>We get things done</b> <i>We have personal drive and deliver to a high standard, on time</i></p>	 <p><b>We innovate and improve</b> <i>We constantly seek to improve the way we do things</i></p>	 <p><b>We lead and inspire</b> <i>We get the best out of others by providing strong and flexible leadership</i></p>
 <p><b>We communicate effectively</b> <i>We ensure effective flow of information and ideas</i></p>		

*The above criteria are considered essential unless indicated as desirable (D)*

Please refer to the levels of work framework for the generic responsibilities, experience, skills and qualifications required for all roles at this level.

This list is not exhaustive and you will be expected to perform different tasks as necessitated by your changing role within the organisation and overall business objectives and values of LiveWest.

You are expected to work within the guidance set out in LiveWest's policies and that you comply with the confidential nature of some processes in line with the General Data Protection Regulations 2018. Confidentiality can only be maintained when someone is not at risk. Any child protection or vulnerable adult concerns should be reported to the line manager immediately.