

JOB DESCRIPTION**OCHA ROLE PROFILE**

POSITION	Youth Support Worker	GRADE	Technical/ Professional/ Senior Administrators
TEAM	Housing Support	LOCATION	Oxford
		LAST UPDATED	1 June 2009
REPORTING TO	Housing Support Worker. Specialist supervision on youth issues to be provided by Spurgeons (2 hours per month).	DIRECT REPORTS	None

PURPOSE OF ROLE	<ul style="list-style-type: none"> • To provide a responsive assessment and support service for young OCHA residents (generally aged 13 – 21), to help them live successfully in their accommodation. • To assist and advise operational teams in dealing with support issues related to young people. • To play a key role in liaison and referrals to external specialist agencies.
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KEY ACCOUNTABILITIES

- To assess nominations from Local Authority Housing Departments of young people for lettings, in conjunction with colleagues from the Housing Management teams, for accommodation owned by the Association. The assessments will include housing and support needs and risk assessments.
- To co-ordinate and plan resettlement support for young residents who require or request such help following an offer of housing by the Association.
- To work with new and existing young residents to help them learn, or improve, the practical life skills needed to enable them to live independently in their accommodation. The young people may be tenants, children of tenants or other household members. The work will include practical help and advice in areas relating to housing, mental health, drugs & alcohol, relationships, protection from abuse, education, training & work, welfare benefits.

- To build effective working relationships with young people, their families and other people important in their lives.
- To work as an effective member of the Housing Support Team. This will mean occasional cover for each other's cases, sometimes including older residents (aged 21+).
- To work with young residents to identify support needs which can be met by other agencies. To make referrals to specialist agencies. To develop appropriate casework links with such agencies in relation to clients' support plans.
- To ensure the development of effective links and referral pathways with external agencies. To take referrals from and work in close partnership with related OCHA initiatives such as the SHOUT! Project run by Spurgeons. To build links with agencies and forums involved in supporting young people towards education, employment or training.
- To work within the policies, good practice guidelines and ethos of the Oxfordshire Safeguarding Children Board and relevant Association policies regarding safeguarding and child protection.
- To instigate and contribute to community investment activities with a focus on activities, education, training or work experience for young people.
- To respond to incidents of anti-social behaviour, domestic violence or other housing management issues involving young people, following requests from Housing Management teams. To carry out risk assessments and support needs assessments where a young person's behaviour has given cause for concern and to work with the teams to identify best practice when dealing with such cases.
- To respond to referrals from Housing Management teams related to rent arrears. To maximise rental income and avert possession proceedings through advice and assistance on budgeting, work, benefits and debt, and referral to specialist agencies where necessary.
- To undertake assessments of eligibility and need for disability equipment and adaptations, according to the Association's policy and procedure, and referring on to specialists as required (e.g. Occupational Therapists or Local Authorities for Disabled Facilities Grants).
- To maintain accurate and comprehensive records and ensure that the Association's policies of data protection and confidentiality are applied.
- To ensure that the Association's policies and procedures are followed with regard to all aspects of the support service.

Corporate Duties

- To contribute to, and when appropriate to lead on, the development of services, via project teams and other methods as adopted from time to time. Examples might include worklessness, child protection or community investment activities.
- To implement and observe the Association's Equality and Diversity, Health Safety & Welfare, Code of Conduct and other corporate policies at all times.
- To undertake any other duties as required by your line manager or Head of Service that are consistent with the nature and grade of the post.

PERSON SPECIFICATION

POSITION	Youth Support Worker	GRADE	Technical/Professional/Senior Administrators
TEAM	Housing Support	LOCATION	244 Barns Road, Oxford
		LAST UPDATED	1 June 2009

QUALITY	ESSENTIAL	DESIRABLE
Education & Qualifications	<ul style="list-style-type: none"> • Demonstrable experience of working with vulnerable young people aged 13-21 (preferably a minimum of two years). 	<ul style="list-style-type: none"> • Relevant professional qualification, such as housing, youth work, social work, NVQ level 3/4 or equivalent, or qualified by experience.
Aptitudes and Attitudes	<ul style="list-style-type: none"> • The ability to work under pressure and to deal with stressful situations in a sensitive and creative manner. • The ability to work through problems and solve them thoroughly and accurately. • An understanding of and commitment to providing high quality professional services and customer care. 	
Job Related Skills	<ul style="list-style-type: none"> • Demonstrable ability and experience of liaising and working with a wide range of agencies. • Demonstrable skills in IT. Experience of Microsoft Office and ideally of Housing related databases. • A working knowledge of education, training and work opportunities and welfare benefits. • An understanding of safeguarding and child protection legislation and 	<ul style="list-style-type: none"> • An understanding of the roles of housing associations and local authorities in providing social housing and a knowledge of best practice in housing management. • Knowledge of the law in relation to housing and

	<p>practice.</p> <ul style="list-style-type: none"> • An understanding of confidentiality as it pertains to vulnerable young people. • A flexible and adaptable approach to meeting the needs of vulnerable young residents while keeping to both the Association's legal requirements and to good practice. 	<p>young people requiring support.</p> <ul style="list-style-type: none"> • An understanding of risk assessment as it pertains to young people. • An appreciation of the issues around mental health, the misuse of drugs and alcohol, domestic violence, anti-social behaviour, protection of vulnerable adults. • Experience of safeguarding and child protection work.
Personal Skills	<ul style="list-style-type: none"> • Excellent communication (written and verbal) and interpersonal skills, especially in relation to young people. • Numeracy, preferably demonstrated by experience of (non-specialist) money advice work. • Excellent organisational, administrative, time management and negotiating skills. 	
Other	<ul style="list-style-type: none"> • Ability to meet the requirement to visit remote sites using own transport. • Commitment to working as part of a team. • Willingness to work flexibly in a growing and changing organisation. 	