**DETAILS OF POST**

**SECTION A: JOB DESCRIPTION**

1. ASSOCIATION: **YMCA BOURNEMOUTH**

2. JOB TITLE: **Accommodation and support worker rent support (Grade 2)**

3. RESPONSIBLE TO: Team leader

4. JOB PURPOSE: To support clients to maintain settled accommodation and to provide effective housing related support and life skills -in particular to support our clients with their top up payments and help develop and implement payment plans for arrears.

5. MAIN RESPONSIBILITIES

The role has a statutory, occupational requirement to ensure the safety and welfare of all children, young people and adults at risk using our services. The post holder will take responsibility for ensuring safeguarding children, young people and adults at risk is a priority and follow both YMCA safeguarding policy and Pan Dorset statutory guidance.

* To be responsible for a caseload of clients including their initial assessment and induction to YMCA, which includes floating housing management support service for YMCA clients in the wider community.
* To assist the Housing Lead & Senior Finance Officer (SFO) to ensure bad debts are kept to a minimum, liaising with Accommodation and Support Workers to advise them of debtors via statements from Pyramid software.
* To meet regularly with the Housing Lead, SFO and the Accommodation Team Leaders to ensure all relevant SAP’s are implemented and are up to date.
* To notify the rent charge actions to all Accommodation and Support Workers through their Customer Management System database and regularly liaise with all Housing and Support staff with regard to debts and repayment agreements.
* To assist in the admissions process for those applying for residency within the Association, this includes conducting assessments, reference checking and dealing with stakeholder agencies e.g. BCP Council, BCHA, PIVOTAL etc.
* To share responsibility for health and safety and the general security and safeguarding of people, equipment and premises.
* To meet and assist clients regularly, in the working out of their agreed support plan providing and coordinating this support in relation to their residency for example; doctors registration, DWP forms, private tenancy, rent deposits, life skills, and referral to professional agencies.
* To actively participate in inter-departmental and inter-agency meetings.
* The employee will be expected to attain full knowledge of the Association’s other complimentary services, and as part of a multidisciplinary team within the YMCA co-ordinate and link the client to other essential staff, programmes or services.
* To implement administration, documentation and support and housing management procedures in accordance with the Association’s policies and in line with the requirements of both the HCA (Homes and Communities Agency) and Supporting People Quality Assessment Framework.
* To assist clients in moving on to independent living by providing training in various life skills.
* To act as Fire Warden when the fire alarm is activated.

***In addition to the job set out in this job description the employee may, from time to time, be required to undertake additional or other duties as necessary within his or her capabilities and status to meet the needs of YMCA Bournemouth.***

6. SCALE AND IMPACT

The employee will be expected to operate as a member of a YMCA multidisciplinary team where mutual support and decision-making is vital. Housing provides the backbone to the YMCA’s work in Bournemouth with many of the clients having some sort of special need. This post is strategic in giving on-going coordinated support to clients. The employee will operate within a set budget controlled by the Housing Lead.

7. DISCRETION TO ACT

The employee will share responsibility for the provision of client services described in paragraph 5 and will act within a team supported by the Housing Lead, Team Leaders and the Association’s Executive Directors. Authority to act is as outlined in the job responsibilities and in line with the Association’s housing policy documents.

8. ENVIRONMENT

YMCA Bournemouth is a registered Christian charity that has been in the community for almost 145 years.  We provide local services and projects that give children, young people and adults (particularly the most vulnerable) the compassion they need today, the hope for a better future and the faith to achieve it. We are inspired by our Christian foundations to work across a variety of areas, with the aim of transforming lives and communities so that together, everyone can belong, contribute and thrive.

Accommodation & Support - We are a supported needs’ Housing Association, with most of our residents needing short term intensive housing management and support. Occupying hostel rooms, shared houses and self-contained flats in a variety of locations, we offer personal support, life skills, counselling, keywork, advice and guidance and an array of additional services to aid move on to independence and a positive long-term future.

Family Work – We manage Children’s Centres, providing a warm welcome to local families with children, offering Information, Guidance and Support, Family Support, Health Services and Early Years Education and childcare. We run a highly regarded Pre-school, with a speciality in supporting SEN and run Child Contact Centres from various sites enabling children to have contact with their non-resident parent and other family members in a neutral, safe environment through supervised, supported or handover sessions.

Health & Wellbeing – We work in health and leisure with thousands of members using our facilities at any time for swimming, working out in our gyms, using our sports halls and other facilities.  We also have a small gym and sports hall at our Westover Road facility that is one of the first gyms in the country, here we offer public memberships and also a specific fitness service for those with various support needs in our accommodation.  In the school holidays we offer a range of holiday clubs. We also run a Christian retreat and activity centre in Studland for up to 32 people to get away for a self-catering break.

Training & Education – As well as providing training and education to our clients such as young people, families, hostel residents; we offer various professional training courses to local business, Churches and anyone in the community, including First Aid, Health & Safety and Safeguarding. We also offer several community venues/conference centres/rooms for hire.

Support & Advice – We run several youth centres in the region, we run ‘Chatterboxes’ groups for young people with disabilities and we work to inspire, train, mentor and support young people to empower them for life and to lead in the challenges of their generation. We have a Chaplaincy team working across all areas of the YMCA, serving the spiritual needs of our staff and community.  We also have a professional BACP accredited Counselling Service for our clients, staff and the local community.

9. RELATIONSHIPS

Internal - The employee will join a Housing Department team headed by the Association’s Housing Lead. He/she will work closely with other YMCA colleagues in Housing and other multi-disciplinary departments.

External - The employee will develop good relationships with other YMCA departments, housing and related agencies including Housing Benefit, BCP Council Housing teams, Social Services, Probation, etc.

**SECTION B: PERSON SPECIFICATION**

AF = Application Form, SS = Supporting Statement and I = Interview

|  |  |  |
| --- | --- | --- |
| **1. Qualifications/ Knowledge/Experience** | Essential/  Desirable | How Assessed? |
| **QUALIFICATIONS** |  |  |
| Social work, welfare benefits, housing management, health and safety or youth work | D | AF |
| **EXPERIENCE** |  |  |
| Working with clients with some form of support need | D | AF |
| Work in a supported housing setting | D | AF |
| Cash handling and reconciliation of financial transactions | D | AF |
| **ABILITIES AND SKILLS** |  |  |
| Interviewing and selection skills | D | I |
| Administration skills | E | AF, SS |
| Health Safety | D | I |
| Good communication skills – written and verbal | E | SS, I |
| Able to apply policies with sound judgement | E | I |
| Facilitation skills | D | SS |
| Interpersonal skills – dispute resolution, conflict resolution | D | SS,I |
| Advocacy | D | SS |
| Able to understand the importance of confidentiality | E | SS,I |
| Able to work in a diverse environment | E | I |
| People skills | E | SS,I |
| **KNOWLEGE** |  |  |
| A clear understanding of the welfare benefit system | E | AF, SS, I |
| Knowledge of all YMCA departments | D | I |
| Tenancy / Licence agreement and housing management procedures | D | SS |
| General Health and Safety knowledge | D | AF, SS |
| Social housing framework and QAF | D | AF, SS |
| **PERSONAL** |  |  |
| Assertiveness | E | I |
| Committed to YMCA Aims and Purposes | E | SS, I |
| Able to work co-operatively as part of a team | E | SS, I |
| Commitment to equality and diversity | E | SS, I |
| Ability to work unsocial hours and take part in a weekend on call rota | E | I |

December 2024

Name/Surname: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_