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 | Guildford | |

Where you fit

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# Job Purpose

To coach young people to articulate and achieve their aspirations and ambitions, and acquire the skills they need to live independent and fulfilling lives, by actively identifying, mapping and encouraging the growth of their assets, strengths and talents.

# Organisational Purpose

Our vision is of an inclusive Christian movement transforming communities so that all young people can belong, contribute and thrive. In supported housing this means working in a person-centred way, using a strengths-based, Trauma Informed (TI) approach; we maximise choice and control for young people and we use Restorative Practice to resolve disputes and minimise evictions. From day one of the service, and throughout, we emphasise moving on to independence as the ultimate goal, but we also recognise that the pathway to independence is not linear, and that to be effective our service needs to be flexible and responsive, and allow young people to take managed risks in a safe environment.

#### Our values are to welcome all, to support and to inspire

# Project

**Guildford Foyer**

YMCA Guildford Foyer is YMCA Guildford’s Diversity Award winning supported housing project offering accommodation to 34 young people, ages 16-25. We are privileged to work with young people from Guildford and Surrey and those seeking asylum. All young people are treated as individuals and tailored support packages are offered to support them to become fully independent in the future. We support young people to develop socially and personally in order that they may grow in confidence and learn to live more independently in communities in which they feel they can belong, contribute and thrive.

# What you will be doing

## Coaching and Engagement

1. Coach an agreed number of young people to articulate and achieve their aspirations and ambitions, and acquire the skills they need to live independent and fulfilling lives
2. Inspire and encourage young people as they seek employment, volunteering and training opportunities
3. Work proactively, creatively and effectively alongside young people to develop their assets and talents
4. Identify and keep track of the needs and the risks presented by the young person to ensure they can keep themselves safe and that where possible their personal development isn’t hindered
5. Record all incidents, accidents and safeguarding issues that require further investigation, and share appropriately e.g. with project staff, the on-call manager, visiting staff
6. Facilitate a process of development and progression planning allowing the young person to take the lead in identifying actions and goals
7. Ensure young people’s views, aspirations, concerns and ideas are sought and acted upon
8. Ensure young people play an active role in influencing service level decisions
9. Ensure young people are encouraged to take responsibility and action in their own personal development
10. Keep clear records of the young person’s journey in relation to their needs, risks, strengths / assets and outcomes
11. Coach young people to develop effective tools to minimise and handle life crises
12. Coach young people to develop strong networks and connections outside of the service, which will sustain them once they move on
13. Encourage and proactively assist in the development of skills needed to successfully live, learn and work
14. Use a range of strategies to address disengagement with the service offer
15. Proactively encourage and promote the service/Foyer offer
16. Delivers group or one-to-one sessions for young people that provide a platform for their assets and skills to be recognised and developed

## Housing

1. Promote a credit culture by encouraging young people to pay an element of personal charges upfront and keep up to date with all payments due
2. Coach young people to manage their occupancy agreement in preparation for independent living by keeping to house rules
3. Maintain a current knowledge of housing benefits and welfare benefits for young people and keep abreast of significant changes to housing law in a bid to help them keep on top of claims.
4. Deal effectively with housing non-compliance issues such as non-payment of rent, poor room condition or rule breaking concerns, using restorative practices and working in liaison 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. Undertake enquiries and interview young people for accommodation ensuring that they have clear information on what the project/Foyer offers and their own responsibilities within it (i.e. a clear ‘deal’)

## General

1. Work in a team on a rota pattern (which may include evenings and weekends) to ensure cover and take responsibility for safe delivery during periods of lone working
2. Participate in development, training and supervision and utilise Reflective Practice Supervision to encourage Trauma Informed care
3. Comply with all YMCA DLG policies and procedures, in particular Safeguarding Children and Adults, and Equality and Diversity, at all times and abide by the Code of Conduct
4. Attend appropriate continuing professional development and training events and be committed to team events
5. Ensure service users are made aware of key processes e.g. complaints, information sharing, getting involved, and clearly record how they wish to receive information e.g. one-to-one meetings, text, large print, language, braille etc.)
6. Carry out any other appropriate duties as directed by the Projects Manager to support and promote the work of YMCA DLG in accordance with the post holders’ capabilities

# Person Specification

* Experienced in and/or passionate about working directly with young people aged 16-25 and able to engage and relate well to this age group
* Understanding of the key risks, challenges and opportunities for young people
* Able to inspire and work proactively with young people to develop their talents
* A confident and capable communicator with the ability to engage, inspire, enhance learning and provoke thoughtful reflection
* A well-rounded coach who can both challenge and support when appropriate.
* An excellent planner and organiser, who is able to manage lots of tasks at the same time and keep appropriate records
* Motivated and resilient, with a ‘can do’ attitude
* Able to build strong relationships with other professionals in other organisations
* A strong team player who can support and challenge colleagues appropriately
* Able to develop and implement new ideas to solve problems and improve services and resources
* Able to work with minimal supervision
* Able to use a range of methods for persuasion and achieving positive results with young people
* A commitment to the aims and values of the YMCA DownsLink Group

# Employee Declaration

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

Name: Date: Signed: