



The **Benjamin** Foundation

Welcome to The Benjamin Foundation

Thank you for expressing an interest in our vacancy for a Part Time Housing Management and Support Worker.

More information about the position, including a Job Description and Job Specification are enclosed. If you would like to find out more information about the service, please take a look at our website <https://benjaminfoundation.co.uk/vacancies/>

If you have any questions regarding the vacancy, please contact the HR Department by email at recruitment@benjaminfoundation.co.uk or on 07881 012553

Please return your completed applications by email to:

recruitment@benjaminfoundation.co.uk



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Housing Management & Support Worker

Great Yarmouth

Part time – 16 hours to be worked flexibly

Fixed term contract, to be reviewed after 12 months

Salary £7,829.12 per annum, £9.41 per hour

plus employee benefits

Are you looking for an exciting new challenge to work within a charity that provides support to young people?

The Benjamin Foundation's Anchorage Service provides semi-supported accommodation for young people aged 18-30 years in the Great Yarmouth Borough Council area.

Anchorage works to secure leases on private sector properties in the Borough to house young people on a shared housing basis, as part of their journey to overcome homelessness and learning to live independently.

We are seeking to recruit a new colleague to support young people providing advocacy, support and necessary skills to enable them to identify their goals for future housing, employment, education and training.

The Benjamin Foundation is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. An enhanced DBS check is an essential prerequisite for this position.

The Benjamin Foundation fully embeds the Nurtured Heart Approach® (NHA) in all it does, and staff must incorporate NHA as a part of their working practice. Formal training is provided.

To apply, visit <http://benjaminfoundation.co.uk/jobs>

OR email recruitment@benjaminfoundation.co.uk

Tel: 07881 012553

Closing Date: Wednesday 10th February 9.00am

Interview Date: Shortlisted candidates will be required to take part in an online safer recruitment interview prior to the interviews to be held in Great Yarmouth on Thursday 25th February.



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Housing Management & Support Worker

Job description

Job title:	Housing Management & Support Worker – Anchorage
Employer:	The Benjamin Foundation
Location:	Anchorage, Great Yarmouth
Contract:	Permanent
Salary:	Point 16 - £9.41 per hour
Hours of work:	16 hours
Department:	Housing and Homelessness
Reporting to:	Anchorage Service Manager

Job purpose

1. To support young people aged 18-30 seeking help from the Anchorage Service in Great Yarmouth with their journey to independence, providing advocacy and support and the necessary skills for living independently
2. Assist in the day-to-day running off the Anchorage Service
3. Visiting tenants houses on a regular basis to complete, record and note maintenance works
4. To support young people to enable them to identify their goals in terms of future housing and employment/education/training (EET)
5. To signpost and access services that help young people to manage areas of their lives which impact on the ability to live independently
6. To safeguard the young people that will be accommodated within the service
7. To work in compliance with legislative, regulatory requirements
8. To work in accordance with strategic requirements
9. To ensure consistent, high quality delivery of the service
10. To work as part of a team covering all Anchorage services

Main duties

General

1. To work within the quality frameworks of the service
2. To maintain good professional practice working in accordance with the service's policies and procedures, statutory and legislative requirements
3. To represent the service to outside agencies and community groups where required



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4. To develop and maintain relationships with key agencies to high standards at all time and ensure compliance with the statutory frameworks they work in
5. To ensure strong partnership links and working relationships with Local Council, Housing Associations, Health and Educational services, and any other appropriate professionals, to achieve the best possible outcomes for the young people supported by the service
6. To liaise with other agencies e.g. social workers where required
7. To promote the well-being of the young people accommodated and supported by the Anchorage service
8. To manage an intensive caseload of young people requiring support
9. To lone work with young people in their homes
10. To maintain an environment that promotes positive acceptable behaviour
11. To work in a way that actively promotes equality and diversity
12. To embed the culture and ethos of The Benjamin Foundation
13. To maintain and work in accordance with The Benjamin Foundation's confidentiality policy at all times
14. To undertake such other duties as may be delegated or assigned commensurate with the level of grading and role of the post

Staff

1. To develop a positive and supportive relationship with the staff team
2. Commitment to ensuring staff use the Nurtured Heart Approach[®] in their work

Administration

1. To ensure that good quality records are maintained as required
2. To participate in the development, implementation and monitoring of individual support plans and assessments
3. To ensure the young people's support plans, pathway plans and risk assessments are carried out in the day-to-day support of the young people

Development

1. To be involved in recruitment, appointment and induction of staff
2. To represent the service at multi-agency conferences and networking opportunities
3. To undertake personal development and attend all relevant training
4. Promote a positive and nurturing image of care as part of the service
5. Attend, lead and contribute to regular staff team meetings, away days and organisation training days

Young People and Landlords

1. To visit young people to investigate and resolve any breach of tenancy conditions, and to ensure that a satisfactory resolution is achieved
2. To be able to lone work in shared houses with young people to ensure all aspects of housing management is being met
3. To take the lead in house meetings where all young people can be involved
4. To undertake property inspections at regular intervals and at the end of the tenancy period
5. To refer service users to other agencies if additional or specialist support is needed



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6. To provide support and practical help to young people, such as making benefit applications, tackling housing sustainment issues, health matters, education and employment needs
7. To deal with repair requests and other housing related issues
8. To deal with complaints and tenancy issues as they arise
9. Share responsibility for good health and safety practices, including participating in fire drills and risk assessments, reporting concerns to the Service Manager
10. Enable the young people to live well with reducing levels of support, accounting for needs, circumstances and their aspirations
11. To work in accordance with the Anchorage Service Plan, including the service's specific risk management plan
12. To develop a positive and supportive relationship with the young people accommodated
13. To attend professionals' meetings
14. To ensure service user involvement is embedded in the service.
15. To help maintain a positive and nurturing environment that is sensitive to the needs of the young people
16. To use Outcome stars in assessing young people's progress and well being
17. To support the young person to access and registration with health services
18. To support the young person to conduct healthy relationships with family, friends and staff by pro-social modelling and restorative intervention where necessary
19. To support with offending and addressing criminogenic behaviours
20. To support the young person to relate to their ethnic and cultural backgrounds
21. To support the young person to become a member of their community
22. To encourage forming positive support networks, including recreational activities with peers
23. To support the young person to develop positive boundaries with all relationships
24. To support the young person in identifying, accessing and sustaining a programme of education, training and employment including support with an EET pathway
25. To support the young person to become 'job ready' (get into a routine, get up on time, dress appropriately, communicate appropriately, work out their travel plans etc.)
26. To support with budgeting and shopping for essentials, to maintain a healthy diet (cooking sessions etc.)
27. To support in washing clothes and basic repairs, basic household cleaning, basic maintenance
28. To support to pay attention to personal hygiene, managing a healthy lifestyle, including sexual health
29. To support in using public transport and accessing public services
30. To support the young person to explore all their move-on options, including support with arranging appointments with housing officers
31. To support the young person with making and following up benefit claims
32. To support the young person to understand the legal and social responsibilities of holding a tenancy and who to turn to for housing advice
33. To support in managing finances including paying service charge, shopping for essentials and broader budgeting, opening a bank account, savings account, planning for the future, financial risks, emergency options, priorities claiming benefits etc.
34. To support to understand the financial implications of an independent tenancy while working with any numeracy difficulties the young person may have
35. To support to access other services, family support and keeping statutory appointments (this may include accompanying the young person, assisting them in making and keeping



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appointments, making referrals, helping them to identify useful services, maintaining contact etc.). Services may include mental health services, the Matthew Project, Youth Offending Team, GP, dentist, sexual health advice, anger management courses, ETE providers, sports and recreation etc. Support to get their NI number, birth certificate or passport

36. To support young people with securing their own accommodation using the services provided by The Benjamin Foundation such as the rent deposit scheme and local council services

37. To support with move on to independent living and ongoing support for the transitional period.

Housing Management

1. Carry out simple maintenance tasks/decoration. Housekeeping within the Anchorage properties
2. Support the manager with the arrangement and organising of Fire Risk Assessments
3. Support the Manager with arranging Health & Safety checks, reports and visits as required, liaising with relevant contractors where required
4. Keeping up-to-date with health and safety, fire safety and other relevant policies
5. Work alongside and in accordance with other agencies regulations including Solo Housing and Great Yarmouth District Council
6. Maintain spreadsheets/database relating to tenants and houses
7. To organise clearing and cleaning of rooms when tenants leave to make sure rooms are prepared and ready for the new tenants at Move-in
8. To carry out PAT testing training, testing and visual checks and recording
9. To carry out weekly fire alarm and emergency light testing and recording
10. Checking and maintain fire fighting equipment
11. To carry and record fire drills with young people
- 11 Recording maintenance and obtaining quotes for work
- 12 Meeting contractors at houses to explain work that needs to be carried out

The Benjamin Foundation fully embeds the Nurtured Heart Approach in all that it does and staff will adopt this approach as part of their practice.

The Benjamin Foundation reserves the right to alter the content of this job description following consultation, to reflect changes to the job or services provided without altering the general character or level of responsibility.

This post is subject to a full and satisfactory DBS disclosure.

Name of Job Holder:

Signed Job Holder:

Date:

Name of Line Manager:

Signed Line Manager:

Date:



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Housing Management Support Worker

Person Specification

Criteria	Details	Essential	Desirable	Assessed
Qualifications	Formal qualification in working with children and young people (Level 2 or above)		D	Certificate Application
Experience	A minimum of 2 years' experience working with homelessness or children/young people in a supported accommodation setting	E		Application Interview References
Knowledge & Skills	To be able to communicate with colleagues, external agencies and young people both verbally and in writing ensuring you conduct yourself in a professional manner, whilst maintaining the rules of confidentiality as appropriate	E		Application Interview
	Have an in-depth knowledge of local policies, protocols, relevant legislation	E		Application Interview
	Have an understanding of relevant housing and benefits legislation	E		Application Interview
	A good understanding of appropriate Professional Boundaries and ability to lone work	E		Interview Reference
	Good ICT skills, including the ability to input information and formulate reports from a database	E		Interview Reference
Personal Qualities	The personality and ability to relate positively to young people	E		Interview Reference
<i>Responsive</i>	Ability to respond quickly and with flexibility to the needs and priorities of individuals	E		Interview Reference
<i>Independent</i>	An ability to think independently and work without constant supervision and micro management	E		Interview Reference
<i>Confident</i>	Being able to confidently make decisions regarding day to day matters and to be accountable for these decisions	E		Interview Reference
<i>Competent</i>	The ability to work under pressure and remain calm in stressful situations	E		Interview Reference



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<i>Collaborative</i>	Ability to work collaboratively with the Manager, senior and other staff	E		Interview Reference
<i>Progressive</i>	An interest in the long term development of the service	E		Interview
<i>Nurturing</i>	Commitment to using the Nurtured Heart Approach [®] and ensuring other use it	E		Application Interview
Additional	The willingness to contribute to the wider Benjamin Foundation success story	E		Interview
	Commitment to equality and diversity policy of The Benjamin Foundation	E		Interview
	Current Driving Licence and access to a vehicle	E		Copy of DL and insurance certificate
	A willingness to undertake training appropriate to the post	E		Interview
	A sense of humour	E		Interview