YMCA
DULVERTON GROUP

YMCA

Young Persons Engagement Lead

Our values

The post holder will be expected to operate in line with our organisational values which are;

- Value the Individual – Respect others, ourselves and the people we work with in all that we do
- Giving of our best – Showing commitment in our work and to enable young people
- Caring Deeply – Have a passion for the work we carry out
- Providing Creative Solutions – Show innovation in the approaches we take in supporting young people
- Communicate authentically and truthfully – Show openness in our dealings and approaches to people

Title: Young Persons Engagement Lead

Reports to: Accommodation and Support Manager

Background

We are looking for enthusiastic, honest and hardworking people to join our teams in Somerset. We are continuing our work in partnership with Somerset Council to deliver a new contract providing a key service of supported accommodation for young people aged 16 – 24.
We are growing and extending our passionate Young Persons' Housing team in Somerset and are keen to find people who really believe in young people and their potential and who are motivated to make a real difference in for young people and communities.

Purpose

Creating professional, positive and trusting relationships are key to working with every young person, in order to provide a supportive environment where they can make steps to move on to greater independence and achieve goals that matter to them. Our teams take an asset-based approach to actively encourage positive progression for all the individuals we work alongside.

As a service we provide a safe and welcoming environment for the individuals we support, with their aspirations and desires at the forefront of the support we offer. Overall, we seek to provide a safe and welcoming environment to encourage and enable everyone we support to achieve progressive change through positive opportunities. This can be challenging yet rewarding work that helps individuals to belong, contribute and thrive.

Key Relationships:

Young People, Managers, Colleagues & Partner agencies.

Main Responsibilities

BELONG

- Build professional, trusting and respectful relationships with all young people you are working with, partners and colleagues.
- To assist in the day to day running of the supported accommodation, ensuring good standards.
- To prepare rooms and be ready with move-in paperwork, so that young people feel we are ready to welcome them from the first day they arrive.
- Provide Welcome packs to every new resident, help them to settle in to their new home and complete all relevant move-in paperwork.
- To work as part of a team in creating a positive community atmosphere and ensuring behaviours are in line with the conditions of the Licence Agreement.
- To actively challenge negative, anti-social or discriminatory behaviours with aim of ensuring a peaceful environment where all young people feel they belong
- Meet and start work with young people from where they are finding out what matter to them and interests them, identifying their goals and aspirations.

CONTRIBUTE

- Manage your caseload providing constructive guidance to each young person through effective support planning, overseeing individual rent accounts minimising the risk of arrears and loss of accommodation.
- To meet client needs through a high-quality service which enables young people to address their support needs, develop their skills and knowledge, and that ultimately prepares them for a positive move-on.
- To promote good practice within the Housing Team and as a representative of YMCA DG.
- To work effectively as part of the Housing Team to uphold standards and provide consistency in communication for all young people.
- To undertake and engage with appropriate identified training and development to aid your effectiveness in the role.
- To develop specialist knowledge in a job-related field under the direction of the Team Leader/Housing Manager.

THRIVE

- Assist young people to a position of feeling that what they do matters and having the ability to hold down employment and maintain their own tenancy.

- Support young people, preparing them for move on to their own home, offering advice and support regarding independent living, tenancy management, personal finances, healthy relationships, developing their domestic/life skills and working towards the goals that matter to them.

- To lead workshops and activity sessions that engage young people in their interests, or work towards their goals and which support their wellbeing and development in a safe and nurturing environment.

- To enable young people to feel settled and important part of their community, engaging positively in groups and activities locally that matter to them.

Health and Safety

- In carrying out this role you have a duty (under Health and Safety legislation) to take reasonable care for the health and safety of yourself and that of others. This implies taking positive steps to understand the hazards in the workplace, to comply with safety rules and procedures and to ensure that nothing you do, or fail to do, puts yourself or others at risk. This includes managing a safe and secure environment for people who use our services.

- This duty includes checking that any person entering YMCA Dulverton Group property has a right to do so and their visit is recorded in accordance with YMCA Dulverton Group procedures.

General

- Where necessary work alongside the Site Lead(s) and Housing Manager in managing breaches of the Licence Agreement and relevant action i.e. warnings and evictions.

- To represent YMCA DG with statutory and non-statutory partners in relation to meetings and referrals.

- There may be occasions when the post holder may be required to work at any other of the YMCA DG sites in line with service needs.

- The post holder must at all times carry out their responsibilities with due regard to YMCA DG Code of Conduct and policies and procedures in particular, Equal Opportunities, Health & Safety, Confidentiality, Safeguarding and Data protection Act.

- All staff have a responsibility to participate in the YMCA DG Performance Review Scheme and to contribute to their own development.

- To maintain and develop up-to-date professional knowledge and skills through training, reading and other such activities and to incorporate the same into practice.

- Work across the organisation to build a learning culture and positive working environment.

- To maintain and demonstrate a commitment to YMCA Dulverton Group's Vision, Values and strategic aims and objectives and ensure all activities reflect the values of YMCA Dulverton Group.

- Managing health and safety issues in your area of responsibility in line with the relevant section(s) of the Health and Safety Policy.

- Complying with YMCA Dulverton Group's GDPR, confidentiality and information security policies at all times.

- To undertake such other duties and responsibilities reasonably consistent with the role of Young Persons Engagement Lead.

This Job Description is not intended to be exhaustive, the duties and responsibilities may therefore vary over time according to the changing needs of the service.

YMCA Dulverton Group is committed to the protection and safeguarding of children and adults at risk and promoting their welfare. The YMCA Dulverton Group, therefore, expects all staff and volunteers to share this commitment.

Person Specification

KEY
A = Application I = Interview
T = Testing/Assessment P = Prevention

Criteria	Essential	Desirable	Assessed by
Education / Qualifications			
A good basic level of literacy and numeracy	X		A/T
A qualification in Youth Work, Housing, Social Science or related area		X	A
Experience			
Experience working with young people		X	A
Experience working in partnership with other professionals and/or organisations		X	A
Specific experience in a specialist area of support i.e. education & training, substance misuse work, mental health, etc.		X	A/I
Skills & Abilities			
Excellent communication and interpersonal skills	X		I
Proficiency in IT skills including Microsoft Outlook & Word		X	A/T
Ability to remain calm, professional, patient and supportive in challenging situations.	X		I
Able to show tolerance, understanding and empathy to each person we work with.	X		I
Able to work unsocial hours, including evening and weekend duties. Where necessary to work bank holidays (including Easter & Christmas), these requirements will be agreed wherever possible in advance. Time of in lieu provided in place.	X		A/I
Support the Christian ethos of the YMCA	X		I
Personal Qualities			
Open to receiving feedback, able to reflect on own practice and keen to learn	X		I
Commitment to training and professional development	X		I
Honesty & Openness	X		I
Commitment to Safeguarding and H&S and following standards in place	X		I
Self-motivated and resilient	X		I

Other requirements

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- This post is subject to an enhanced level DBS Disclosure in respect of the Adults/Children's Workforce.
- This candidate must be committed to equality and diversity in the workplace.
- May be required to attend occasional evening meetings.
- Postholder must have a driving licence and access to a car.

Main Terms of Employment

Salary:	£25,947.59 per annum.
Location:	Bridgwater Housing Sites.
Hours:	37.5 per week (we are able to offer part-time hours upon request).
Flexible working:	We provide flexible working arrangements to support team productivity and stability. This may include changed working patterns.
Holidays:	28 days per year, plus bank holidays (based on 37.5 hours per week).
Pension:	On completion of a six-month probation period, YMCA Dulverton Group will make a contribution of 3% of salary.
Benefits:	Health and wellbeing of our staff is important to us. We offer a range of benefits including a Health Cash Plan, Free optional Uniform, Free Enhanced DBS Check, Company Sick Pay based on length of service, Generous Annual Leave of 28 days plus bank holidays (FTE), Pension Contributions, Childcare Discounts at our Early Years Settings, Exclusive Hotel Stay at one of our Hotels, Regular Training Opportunities, Comprehensive Induction and access to Charity Workers Discounts.