

Job Title:	Support Worker – Part time
Hours:	20 hours per week – shift work, includes evenings and weekends. Included in the on-call rota
Accountability:	The Support Worker reports to the General Manager
Job Purpose:	To ensure the delivery and implementation of high quality housing support in accordance with current and regularly reviewed excellent practice.
Primary Tasks:	<ol style="list-style-type: none"> 1. Manage and personally deliver YMCA Reading’s process of ensuring positive change in young peoples lives by developing with the young person, referral and partner agencies and/or parents/guardians; a Support Plan of agreed steps, targets, dates and actions in line with current practice and the development needs of young people to ensure positive hard and soft outcomes are set and met for the young person throughout their experience of living at YMCA Reading. 2. As part of the Support Team, liaise closely with the programme co-ordinator to support the delivery of an innovative and engaging development programme that responds to the developmental needs of the Young People accommodated at Reading YMCA. With an expectation and target of moving 50% of NEET Young People to an EET status within 24 weeks of being accommodated. 3. Monitor and manage a caseload of up to 14 Young People throughout their stay with Reading YMCA from introduction to exit of the service, and support them with the following: <ul style="list-style-type: none"> • Attending the referral panel, initial interviews for accommodation, sign up for accommodation process, enabling applicants to complete and comply with benefit requirements. • To build a positive and effective relationship with each allocated Young Person by setting (at least weekly for a minimum of 1 hour) regular meetings to monitor & effectively manage: by assisting, advising, encouraging, guiding, coaching, mentoring etc in one-to-one and group settings, whichever is most appropriate or efficient. • Manage and address Young People’s behavioural issues / problems in creative ways to ensure responsibility and accountability are accepted with minimal loss of Young People to eviction / unplanned move on • To work in partnership with all relevant agencies also supporting allocated Young People in meeting the identified support needs of individuals on a case by case basis. • To assertively support and intervene in the development of Young People’s independent living skills in all aspects of their lives including keeping their rooms and selves clean and tidy, cooking, budgeting, shopping, washing, sexual health, substance use, building and maintaining relationships, paying their accommodation charges, engaging in positive ways of filling their time etc. • To promote excellent safeguarding knowledge and practice to all Young People living within the organisation, working in partnership with the adult and safeguarding children teams when appropriate. • To play a lead role in the move on plan and exiting from the service in a positive way from YMCA Reading for each allocated Young Person. <p>It is YMCA Reading’s expectation and target that 90% of Young People will not live in the service for more than 15 months.</p> <ol style="list-style-type: none"> 4. Co-ordinating & liaising with off-site visits & activities. 5. Facilitating opportunities with employers and community agencies to enable participants to experience through personal involvement volunteering

	<p>opportunities & work experiences.</p> <ol style="list-style-type: none"> 6. To work with Young People either, one to one, or in groups, to include facilitating and supervising their engagement and involvement in the running, future ideas and aspirations of YMCA Reading through Open Forums and other opportunities for engagement as defined in the Resident Involvement Strategy. 7. Record and maintain accurate information and notes to an exceptional standard on all allocated Young People, necessary to ensure quality service delivery and satisfy Stakeholders re: participation, development & outcomes achieved etc in order to monitor an individual's progress. 8. Ensure the Associations equipment & premises are looked after by those using them. 9. Provide high quality supervision of all aspects of the licence (tenancy) agreement including agreed benefit, agency and personal payments, and occupation of the association's premises and facilities by the young person according to the association's agreed policies and procedures. Ensuring that it provides and produces good outcomes for all. 10. To ensure that excellent partnership working relationships with all agencies involved with Young People in Reading are maintained so that each individual gets the best possible service and opportunities whilst living at Reading YMCA. 11. To participate in the Association's Continuing Professional Development Programme.
Additional Regular Tasks:	<ol style="list-style-type: none"> 1. To undertake other duties and tasks as deemed appropriate & assigned by the General Manager and/or Support Team Leader to ensure the smooth running of YMCA Reading. 2. Where necessary and appropriate to attend YMCA staff and other approved training\meetings.
Qualifications Required:	<ol style="list-style-type: none"> 1. To be educated to degree level or equivalent in a related area of social/youth work or equivalent. 2. Knowledge of working practices within 'Trauma Informed Care'; Psychologically Informed Environments' and 'Adverse Childhood Experiences' (ACE).
Skills Required:	<ol style="list-style-type: none"> 1. Leading, listening, analysing, offering ideas and solutions (intervention & relationship skills) to young people to facilitate positive changes in their lives. 2. Organising and running group activities, events and meetings. Providing skills (learning, employment, social or sports) training. 3. Good organisational, time planning, managing & liaising skills 4. Very good support and motivational ability 5. Effective management of challenging behaviour and very good conflict resolution skills. 6. Have professional confidence, competence and knowledge base to engage with young people and representatives of referral, other agencies and parents 7. Understand and have a high level of professional boundary management.
Experience Required:	<ol style="list-style-type: none"> 1. To have a minimum of 2 years experience working with Young People with moderate to high behaviour / emotional / learning issues within a residential or housing environment.
Other:	<p>Highly motivated with drive and energy for working with young people aged 16 upwards in a residential or group context, especially those with moderate or higher behavioural issues.</p> <ul style="list-style-type: none"> • Proven ability to contribute positively as a Team Member • Ability to motivate and enthuse young people and colleagues. • Good Microsoft Office familiarity. Ability to quickly learn other computer software. • Proven networking ability with Statutory & Voluntary Agencies in and around Reading and Berkshire. • A commitment to the Aims & Purposes of the YMCA Movement.