

Job Description

Job Title: Enhanced Transitional Support Worker – Neath Port Talbot
Enhanced Transitional Support Project

Responsible to: Project Manager

Location: Neath Port Talbot

Responsible for: Providing specialist and enhanced housing related and transitional support to vulnerable young people within 24hour supported accommodation.

Providing support to young people who have a range of support needs, the level of which may be complex in nature (e.g. substance or alcohol misuse/offending behaviour/mental health), or who are affected by, or at risk of exploitation

Working hours: 35 hours per week Monday – Friday, plus on call rota (additional payments received for on call).

Working hours will include flexible working (e.g. staggered shifts 12pm – 7.30pm; 10.30am – 6pm; 9.30am – 5pm).

This may also include at times weekends, bank holidays, out of hours, according to the needs of the service and young people.

Salary: £22,353

Probationary period: 6 months

Annual leave: 25 days starting rising one day per year to a maximum of 32 days (plus bank holidays)

Pension: Auto enrolment of 3% Llamau and 5% employee contributions during probation, rising to 2% employee and 8% Llamau following successful probation (*must opt in to Llamau pension scheme).

Purpose of Job:

The Enhanced Transitional Support Project is a new 24-hour supported accommodation project commissioned by Neath Port Talbot Children's Services.

The service provided will be an intensive 24-hour supported accommodation provision for up to three young people aged 16-24 who are homeless or at risk of

homelessness, and with a range of complex support needs, and/or who require an additional level of enhanced housing related and transitional support.

The Enhanced Transitional Support Project aims to prevent youth homelessness, rough sleeping and escalation of needs for young people with complex support needs, where there is a risk of homelessness and where current accommodation cannot provide the level of support they need. This will be provided via a dedicated supported accommodation pathway with wrap-around trauma informed support

Principles & Values

- Engage with young people, at every opportunity to build trusting and respectful relationships. Understand their strengths and challenges, and how they can be supported most effectively.
- Provide support flexibly, to ensure maximum chance of each young person engaging in the support available.
- Working in partnership both internally and externally to ensure a consistent 'whole team' approach to working with young people.
- Deliver support and interventions to young people to build resilience, promote independence, develop or sustain capacity to live in their own accommodation and achieve increasing levels of independence.
- Provide intensive and flexible services and support, delivered through multiple or one off interventions based on individual need.

Main Duties

- Provide a supportive and timely response to young people who have been identified as requiring additional levels of enhanced housing related and transitional support.
- Providing support to young people who have a range of support needs, the level of which may be complex in nature (e.g. substance or alcohol misuse/offending behaviour/mental health), or who are affected by, or at risk of exploitation
- Deliver targeted group or 1:1 work with young people at risk of exploitation or harmful behaviours to highlight issues, raise understanding of exploitation, substance misuse and mental health, reduce potential harm and support strategies for exit from harmful relationships.

- Cascade learning and good practice throughout the project through the delivery of training and information sharing to staff teams, raising awareness of complex support needs, exploitation, early intervention and supportive exit strategies for young people.
- Work with young people to help them be safe from harm, to reduce risky behaviours and achieve positive outcomes, in partnership with other organisations and professionals supporting the young person.
- Provide a therapeutic approach to equip young people with coping strategies, building emotional resilience via enhanced support.
- Make appropriate referrals to statutory providers and other specialist agencies in line with the project's policies and procedures, and in partnership with their support worker.
- Advocate on behalf of young people through attendance at, and contributing to, planning and review meetings for young person receiving specialist support from other agencies.
- Support young people to implement boundaries that will assist in reducing risk and further harm.
- Identify and act appropriately relating to any safeguarding concerns for the young person, including attending and participating in multi-agency Strategy Meetings and Child Protection case conferences where appropriate.
- Act in a professional manner at all times. Work professionally, within the policies and procedures of Llamau, especially those relating to confidentiality, partnership working, equal opportunities / anti-discriminatory practise, support methodology, boundaries, Safeguarding, Health and Safety and Code of Conduct.
- Deliver support and assistance to each young person in accordance with the philosophies, values and policies of Llamau. Promoting a rights based approach, empowering young people, and reducing barriers to their engagement.
- Participate in regular team meetings, individual induction, probationary reviews, support and supervision, and appraisals.
- Take an active role in your Personal Development Plan including identifying and attending Training as required within Llamau.
- Work flexible hours including: weekends, bank holidays, out of hours, according to the needs of the service in order to meet appropriately young people in a timely manner.

Person Specification

ESSENTIAL	
Experience	<ul style="list-style-type: none"> • Experience of working with young people who have a range of support needs, the level of which may be complex in nature (e.g. substance or alcohol misuse/offending behaviour/mental health). <p>This may also include:</p> <ul style="list-style-type: none"> ➤ young people who require additional/enhanced housing related support when transitioning out of care into new services, and into their own homes; ➤ young people who are affected by, or at risk of exploitation. <ul style="list-style-type: none"> • Understanding of adolescence development stages: emotional and psychological • Understanding of the impact of trauma and ACE's, commitment to psychologically informed and trauma sensitive support • Working with and supporting young people with complex emotional and mental health needs to provide positive outcomes • Experience of delivering group or 1:1 work with young people at risk of exploitation or harmful behaviours to highlight issues, raise understanding of exploitation, substance misuse and mental health, reduce potential harm and support strategies for exit from harmful relationships.
Knowledge	<ul style="list-style-type: none"> • Knowledge of housing and homelessness issues relating to young people / individuals with a complex mix of needs, including those furthest from independence. • Knowledge of complex support needs (e.g. substance or alcohol misuse/offending behaviour/mental health).
Skills	<ul style="list-style-type: none"> • Ability to liaise and negotiate professionally at all levels. • Ability to work with a number of young people with a range of support needs & risks.

	<ul style="list-style-type: none"> • Knowledge and understanding of the indicators of complex support needs/ Child exploitation / Modern Day Slavery and Trafficking • Ability to communicate with & motivate young people especially those who are hard to reach / most vulnerable.
Personal Qualities	<ul style="list-style-type: none"> • Ability to work constructively as part of a team and collaboratively throughout the organisation • To communicate appropriately and in a non-judgemental way with young people • Professional approach which includes strong professional boundaries • Committed to reflective practise and striving for continuous improvement • Ability to appropriately advocate for young people. • Be emotionally resilient and have the ability to manage own and others stress. • Excellent interpersonal skills and the ability to build relationships with a range of people • The ability to build close, trusting and productive relationships with young people • Strong written and verbal communication skills, tailored to a variety of audiences • To be able to work independently and use initiative to think quickly on the spot in often challenging situations • Creativity to solve problems and tackle obstacles • Effective time management for tight deadlines and managing competing demands
Other	<ul style="list-style-type: none"> • Full UK driving licence, access to vehicle and Business Class Insurance. • Understanding of and commitment to: <ul style="list-style-type: none"> ➢ the principles of Equality & Diversity, including anti-discriminatory practice ➢ the principles of Confidentiality / GDPR

	<ul style="list-style-type: none"> ➤ principles & processes around safeguarding children & adults, including MARAC / SERAF / MARF / Duty to Report / Missing Children processes ➤ work within the ethos of Llamau and its policies and procedures ➤ work within Health & Safety at Work regulations
DESIRABLE	
Experience	<ul style="list-style-type: none"> • Experience of working with young people with complex needs • Experience of successfully liaising with a variety of agencies. For this post it will include Police, Social Services, Voluntary Organisations, Education, Health Professionals etc • Experience of delivering learning and training to raise awareness of types of exploitation, early intervention and supportive exit strategies for young people.
Knowledge	<ul style="list-style-type: none"> • Knowledge of the management of situations that may lead to violence or aggression. • Knowledge and understanding of relevant legislation, including Children's Act and Children's rights.
Skills	<ul style="list-style-type: none"> • Computer skills, including use of MS Word and Outlook (e-mails), Social Media/Apps