

Post Title:	Support Worker – Merthyr Housing First for Youth
Responsible to:	Project Manager
Purpose of job:	Delivery of Housing First support for young people for whom other forms of accommodation and support are not / have not been suitable. Housing First is aimed at preventing homelessness for young people with highly complex and challenging needs who are furthest away from independence.
Hours:	<p>35 hours per Week. (The post holder is required to work whatever hours are necessary to fulfil the responsibilities of the post) Flexibility may be required to work outside of core hours to support young people when they need it most, and to attend team meetings, training events etc. This will include evenings and some weekend working to support double cover at the project</p> <p>Support Workers take part in the '1st tier' On Call rota. This involves providing On Call support and advice for young people supported, with issues and emergencies they may need to deal with. This may require providing out of hour's project attendance where alternatives are not possible.</p>

Principles & Values

1. Engage with young people, at every opportunity, in order to build trusting and respectful relationships with them. Get to know the individual, their strengths and challenges, and how a multi-agency team could support them most effectively.
2. Provide support flexibly, to ensure maximum chance of each individual engaging in the support available. E.g. provide support when they are willing and able to engage with you, rather than expecting them to stick rigidly to an appointment time.
3. Engage with, and support, young people in agreeing, working towards and achieving goals they think are important as part of their support, understanding the impact of previous trauma and providing support in a psychologically informed way.
4. Working in partnership and liaising with other agencies involved to ensure completion of all tasks identified in young people's support plans, ensuring a consistent 'whole team' approach to this.

Main Duties

Key-working & Support Delivery

1. Get to know the young people, build a trusting & respectful relationship with them, and find out from them what is important for them to focus on next. Work in

partnership with the young person, and other support agencies. Ensuring the whole team are aware of the tasks they need to complete.

2. Complete Risk Assessments in partnership with young people, and regular reviews / updates, in accordance with the policy of Llamau, ensuring these are available to, and understood by the whole team. Share risk information as required, and appropriate including prompt updates following incidents, to protect everyone involved.
3. Ensure young people are fully involved in agreeing their support goals, the outcomes they would like to achieve for their lives, and that support promotes their independence i.e. not doing for them, but with them to build their skills.
4. Ensure 'meaningful use of time' is a support discussion for young people, whether this is volunteering / L4L / Training / education / work experience / volunteering / activities etc. Supporting them to understand that a financially independent future is a possibility.
5. Co-ordinate the support provided to the young people you key-work by working closely with other agencies involved in supporting your young people. This will require clarity around which other workers are completing which tasks, what the timescale is for these, and checking this work has been completed. If there are concerns around this / lack of tasks completed, this should be discussed with your Projects Manager.
6. Monitor and respond promptly and appropriately to issues around safeguarding in accordance with procedures e.g. knowing when to request police welfare checks and the reporting as 'Missing' protocols for each young person, contacting for further advice / On Call, or Police for immediate & significant safeguarding concerns.
7. Work in partnership with the RSL to ensure occupancy rights are always protected and maintained, in line with the principles of Housing First, with evictions being kept to a minimum. Ensure breaches of Tenancy Agreements are dealt with as support issues, with rights and responsibilities explained in line with Llamau procedures.
8. Ensure that all possible support is provided to prevent tenancy / home breakdown, or failure to achieve positive outcomes. (Eg. Providing support flexibly, ensuring Benefit claim requirements are fully actioned preventing rent arrears, sanctions, use of reflective practise sessions etc.)
9. Liaison and professional communication with external agencies, and within Llamau, as required. Ensuring conversations and actions required are recorded clearly.
10. Ensure Housing, and all other Benefits claims, are submitted promptly and maintained by liaison with the young person and Benefits Agencies. Supporting young people to complete these tasks independently.

Service Delivery

11. Ensure every young person receives support and assistance in accordance with the ethos and policies of Llamau, whether this support is provided directly by you, or your team.
12. Ensure all support notes are written, signed as agreed by the young person and filed at the end of each session and that each file contains ALL relevant information on each young person as required by Llamau policies and practise.
13. Engage young people in support available, and complete specific key-working duties for young people with a range of complex support needs, this can include a large element of lone working, and the need for safe working practices.
14. Ensure that each young person builds and sustains informal / community support networks that can enable them to live successfully within the community once the support provided by you / Llamau ends.
15. Liaise regularly with Housing Officers / Landlords including pre-arranged review meetings in regard to individual tenants and for ad hoc issues as they arise.
16. To be part of the on-call rota that Llamau operate, this provides support and advice to young people being supported and lone working project staff, and can, where all other options have been unsuccessful, mean that the on call worker has to attend to deal with an emergency.
17. Ensure that monitoring / outcomes monitoring is completed for each young person / project as required to evidence the effectiveness of support provided.

Housing Management / Health & Safety

1. Ensure maintenance issues are promptly reported by young people, where applicable e.g. for their own homes. Also that completion of these maintenance tasks is monitored.
2. Ensure high standards of cleanliness is achieved, for communal spaces and young peoples own homes / rooms, with recycling encouraged.

Working As Part of A Team

1. Provide clear handover of tasks needing to be completed to colleagues within your team, ensuring ALL relevant information is available.
2. Attend & participate in regular x-over meetings & Full Team Meetings with other staff.
3. Attend & participate in regular supervision and support, reflective practise sessions annual appraisals, and undertake training as identified or requested.

4. Take responsibility for personal development by actively engaging in events, training, meetings etc that seek to develop or promote the ethos of Llamau.
5. Participate in regular review of project outcomes, ensuring the project is constantly improving.

General Duties

1. To positively promote and represent the interests of Llamau to young people, partners and neighbours and to always conduct yourself in line with the Code of Conduct.
2. Comply with all Llamau's policies and procedures including the Support Methodology, Keywork and Support Procedure, Confidentiality Data Protection & Retention of Records, & all the Operational Policies for the Project/s in which you are working.
3. To actively engage in the Induction, Core Competency Training program, and personal development opportunities that you receive.
4. To familiarise yourself with all Health and Safety guidelines provided and help ensure that Health and Safety at Work Regulations are adhered to, and Housing Management tasks completed.
5. Any other duties as reasonably requested.

ESSENTIAL	
EXPERIENCE	<ul style="list-style-type: none"> • Experience of working with a focus on psychologically & trauma informed practise. • Experience of engaging young people who have been unable to manage in traditional supported accommodation 'pathway' services, with support needs including; mental health; offending; substance misuse; childhood trauma; being care experienced.
KNOWLEDGE	<ul style="list-style-type: none"> • Understanding of young people who have highly complex and challenging needs and are furthest away from independence. • Knowledge of housing first principles and how to implement these to support young people with a complex mix of needs and risks. • Ability to work constructively as part of a multi-agency team, and collaboratively throughout the organisation

SKILLS	<ul style="list-style-type: none"> • To work on own initiative and under pressure, organising and prioritising work to meet the needs of those supported, and meet deadlines. • To communicate appropriately and in a non-judgemental way with young people who may struggle to engage with you. • A high level of commitment, enthusiasm and flexibility to meeting the needs of young people, using innovative & strengths based approaches. • Professional approach, which includes strong professional boundaries. • Positive and flexible approach. • Experience of communicating effectively and appropriately with those supported, colleagues and professionals in both written and verbal forms. • Committed to reflective practise and striving for continuous improvement
PERSONAL QUALITIES	<ul style="list-style-type: none"> • Positive attitude towards people with support needs & risk issues. • Experience of working on own initiative and in partnership with other team members. • Willingness to work hours flexibly to ensure the needs of young people supported can be met.
OTHER	<p>Understanding of and commitment to:</p> <ul style="list-style-type: none"> • the principles of Equal Opportunities & anti-discriminatory practise • the principles of confidentiality & GDPR • safeguarding mechanisms i.e. Child Protection / Vulnerable Adults / MARAC / SERAF / MAPPA. • Work within the ethos of Llamau and it's policies and procedures • Work within Health & Safety at Work regulations • Full Driving Licence, access to a car with Business Class Insurance and an MOT.
DESIRABLE	
EXPERIENCE	<input type="checkbox"/> Experience of providing Housing First support. -Experience of successfully liaising with a variety of agencies, for this service this will include RSL's, Probation / YOS, Mental Health & Substance misuse services.
EDUCATION	<input type="checkbox"/> Educated to A level or equivalent (QCF Level 2 or 3).
KNOWLEDGE	<input type="checkbox"/> Knowledge of the management of situations that may lead to violence or aggression.

SKILLS	<input type="checkbox"/> Ability to resolve disagreement with colleagues, individuals supported and external bodies in a clear and fair manner <input type="checkbox"/> Ability to adapt and work within constant change. <input type="checkbox"/> Using information systems/databases & evidencing outcomes, including use of MS Word and Outlook (e-mails), social media apps & case management systems e.g. PANCONNECT
OTHER	<input type="checkbox"/> <input type="checkbox"/> Welsh speaker

Llamau

Imagine a World Without
Homelessness