

Job Title: Young Person Service Project Worker

Role Purpose: To assist in the day to day running of a supported housing project for young people aged 16 to 25. To help young people to prepare to live independently once they leave the project.



About the role

One of our core priorities across all parts of the business is delivering an excellent experience every time to every customer, internal and external. Our values are: deliver on promises; give respect; be accountable; show kindness. You will make them a central part of your work at Catalyst.

In particular:

- You will engage young people in the programme of support offered by the project
- You will offer support to young people to achieve their goals
- You will adhere to the projects safeguarding and protection from abuse procedure
- You will plan and deliver regular fun and meaningful activities for young people living at the project
- You will liaise with a wide range of external agencies
- You will help keep the project clean and tidy at all times, including cleaning and tidying empty rooms when necessary
- You will ensure that all health and safety requirements are met
- You will monitor rent accounts and follow the projects arrears procedure

About you:

- You will be totally committed to delivering excellent customer experience – embodying our values every day in the way you deal with customers and colleagues.
- You will possess a strong desire to work with vulnerable and complex young people to achieve positive outcomes.
- You'll be able to commit to working over night and unsociable hours on a rota basis.
- You will have the ability to work alone and as part of a team.
- You'll have the ability to create good professional working relationships with young people.
- You will be able to confidently deal with tense and difficult situations.
- You will be physically able to complete some manual work and to regularly climb stairs.
- You will have good communication and IT skills (Word / Excel)
- Ideally you will have experience of working with young people, an understanding of safeguarding and knowledge of the benefit system
- This role requires a full driving licence and use of a vehicle (depending on which project you have applied for) and an enhanced DBS check

Colleagues are responsible for their own health and safety, ensuring a safe working environment for everyone.