

Job title:**Young Persons Service
Senior Support Worker****Line manager:****Team Manager****Grade (if applicable):****Direct reports:****Support Worker – young persons/relief
support worker - young persons****Role purpose:**

Your role is to provide support & guidance to a staff team of Support Workers – young people and relief support workers – young people who support 16-25 year olds, all with varying needs, so they are ready to live independently in the future. Some of our services are registered as supported accommodation with Ofsted and you will support the Team Manager to ensure that the service always meets all regulatory standards.

You will meet with your staff on a regular basis to help them with their identified goals and discuss their progress with each resident. You will also support the Team Manager to conduct quarterly independent living reviews for all residents so we can evidence when they are ready to move on. You will also support the Team Manager in building compliance and ensuring the project is fit for purpose. If you've ever wanted to a job where you can really make a positive difference to someones life, then this is it!

Key results:

- Oversee and motivate Support Workers to meet their objectives.
- Monitor all support work undertaken to ensure it meets the required standard.
- Maintain compliance with all Ofsted regulatory and reporting requirements for registered services
- Process and manage the referral/interview process for new customers.
- Assist the Team Manager to provide requests for information as required.
- Support young people in achieving their goals by providing an engaging and effective support programme at your Project.
- Keep yourself, your colleagues and young people safe by meeting health and safety requirements and adhering to the Projects' and company's policies and procedures, in particular the Safeguarding and Protection from Abuse Procedure.
- Ensure young people receive the correct support by working and building effective relationships with wide range of external agencies.
- Maintain the cleanliness and presentation of the Project by ensuring all spaces are clean and tidy at all times, including cleaning and tidying empty rooms when necessary.
- Ensure rent accounts are up to date by working with the staff/residents and following the Projects arrears procedure.

Success metrics:

- Monthly staff supervisions and quarterly reviews completed.
- Referrals processed appropriately to minimise void loss.
- Bi-monthly resident folders checked, and actions required appropriately monitored.
- Regular activities delivered on a frequent basis.
- Warnings issued when appropriate.
- Quarterly MOT reviews attended and monitored.
- Current rent arrears recovered as per procedure.
- Engaged in voids process when required.
- All necessary training completed when required.
- Full commitment to all YPS policies and procedures.

Version Date:**Signed off by:**

About you:

You will be:

- Able to deliver a values-driven service to your internal and external customers, by seeking to fully understand your customers' needs, identifying and working to remove pain points, and always doing what you say you will.
- Confident to make and deal with tense and difficult situations when required.
- Able to work some unsocial hours when required.

You will have:

- An ability to work on own with minimal supervision.
- Excellent team building skills.
- Good time management and organisational skills.
- The ability to present a positive and professional image.
- The ability to work under pressure.
- A strong commitment to the promotion of equality and diversity.
- Experience of working with vulnerable and complex people.
- Good IT skills and excellent communication skills.
- A good understanding of safeguarding and protection from abuse.

This role is subject to an Enhanced DBS check and will require a full driving licence and use of a vehicle.