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| Job Title | Housing & Welfare Officer |
| Location | This role will be based across our hostels/supported living properties within the Humber region. There may be a requirement to travel between all YMCA Humber locations and partners. |
| Job Purpose Statement | <p>This role, reporting to the Accommodation Manager, is to ensure our residents are able to manage their accommodation and that their welfare and wellbeing needs are met.</p> <p>You will work across our accommodation to actively assist and encourage our residents to maintain and adhere to their accommodation agreement and manage behavioural and personal risks. You will encourage our residents to participate and engage in activities that promote the learning of everyday living skills and physical and mental wellbeing.</p> <p>This will include, but is not limited to:</p> <ul style="list-style-type: none"> • Welcoming and inducting new residents and familiarising them with our accommodation and facilities. • Carrying out inductions, checking inventories and ensuring that new residents are clear about their responsibilities and the terms of their accommodation agreement • Assisting with resident breakfasts • Supporting residents to maintain healthy relationships within our accommodation with fellow residents and staff. • Improving health and wellbeing, including mental health, through meaningful engagement activities • Maintaining good personal hygiene and cleanliness of accommodation • Ensuring cluster shared spaces are maintained in a clean and tidy condition • Addressing behavioural issues (eg substance misuse, aggression, offending – where necessary) • Encouraging participation in education, training or volunteering • Carrying out routine welfare checks and room checks • Challenging unacceptable behaviour and using restorative practice techniques to resolve conflict • Preparing for a successful move on and living independently • Liaise with Residents’ Support Officers to ensure the best outcome for each resident <p>You will provide practical support in areas such as tenancy sustainment, room care and basic living skills.</p> <p>Ensuring accurate client support records, needs and risks assessments and other necessary documentation is maintained.</p> <p>Maintain regular contact with external partners and advocate for the resident where necessary.</p> <p>Calmly and efficiently deal with day to day issues and events that take place whilst on duty.</p> <p>Contribute to the staff/resident community and organise and participate in engagement and leisure activities.</p> |

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| | <p>Assist in ensuring that vacated accommodation is quickly made available for re-letting, completing inventories and reporting maintenance issues.</p> <p>Ensuring wherever possible that residents are engaged in activities that make meaningful use of their time.</p> |
| Internal Relationships | <p>This role requires relationships across the Association with key areas being –</p> <ul style="list-style-type: none"> - Residents - Accommodation team colleagues - Property services team - |
| External Relationships | <p>This role requires external relationships with partners to support the resident’s well-being. This will include</p> <ul style="list-style-type: none"> - Statutory and voluntary support agencies - North East Lincolnshire Council – homelessness and social services - Education and training providers - Employers - Government agencies – including Job centre, DWP etc - Other homeless charities including Salvation Army, Doorstep, Harbour Place etc <p>Most of the communication is done via email, telephone or when partners attend our site.</p> |
| Accountabilities | <p>Communications and Relationships</p> <p>Under the guidance of the Accommodation Managers and in adherence with YMCA Humber policies and procedures:</p> <ul style="list-style-type: none"> -Induct new residents into the accommodation’s policies, procedures and working practices Support residents to build on their strengths, provide practical support towards achieving outcomes highlighted in their support plan. -Deliver engagement activities focussing on employability, health, functional skills, personal and social development and leisure and recreation. -Be an advocate for residents with external agencies as required. -Work with partners and external agencies to ensure residents can access appropriate specialised support as required. -Work with residents to help them identify their strengths and opportunities to achieve their goals. -Work with residents to develop life skills and engagement opportunities specifically suited to develop skills towards independent living, work or education. -Work with Resident Support Officers to assist residents to achieve Outcome Star outcomes by encouraging, motivating and celebrating the achievements of individual residents and secure a positive move-on. -Attend shift handovers and provide appropriate information to ensure colleagues are fully briefed on key issues for next shift. -Work with residents to diffuse conflict situations |

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| | <p>Financial</p> <ul style="list-style-type: none"> -Use EPOS systems to take cash payments from residents for items such as meals, rent etc. as required. -Be aware of safeguarding requirements in respect of financial exploitation of vulnerable residents and take appropriate action as necessary. <p>Ensure that YMCA financial policies and procedures are followed at all times.</p> |
| | <p>Information systems</p> <ul style="list-style-type: none"> -Use internal YMCA Humber IT systems to support day to day delivery of the role. -Ensure all resident information is recorded accurately and appropriately on Harmonia or other systems – this will include information such as: <ul style="list-style-type: none"> - logging of welfare checks - Booking residents in/out of accommodation - details of resident conversations and engagement sessions -Contribute to resident risk assessments, record on Harmonia and action any key areas of concern. Support residents to access external third-party database systems such as universal credit etc. -Input into the work order systems to notify the property services team of building defects/repairs/cleaning issues identified by you or residents. |
| | <p>HR and Training</p> <ul style="list-style-type: none"> -Attend regular 1;1's, team meetings, reflective practice sessions and supervision with your line manager as required. -Undertake training to carry out role and enhance skills required to develop within role. -Take an active lead in personal development activities to enhance personal performance. |
| | <p>Policies and strategies</p> <ul style="list-style-type: none"> -Ensure your working practice comply with all YMCA policies and procedures. <p>Policies that are specific to this role and their direct reports include –</p> <ul style="list-style-type: none"> - Sharps and infectious control policy - Behavior management policy - Professional boundaries policy - Resident drugs and alcohol policy - Safeguarding policy - Lone working policy - Health and safety policy - Rent relief policy <ul style="list-style-type: none"> -Provide feedback and input into YMCA Humber policies as requested by line manager. |
| | <p>Planning and Organisation</p> <ul style="list-style-type: none"> -This role requires the post holder to effectively manage their own caseload of residents. -Independently plan day to day workload to ensure that the support needs of residents are met, but recognise that this may be disrupted whilst on shift if an immediate response is needed to resolve a resident issue on site. |

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| <p>Freedom to act and decision making and analytical skills</p> | <p>-The officer will work under the guidance of the Accommodation Manager. Although the postholder works within a 24/7 rota there is always an immediate escalation to the on-call manager who will provide advice or instruction for any required decisions. -Act in accordance with the policies and procedures which apply to this post and understand the reasons for doing so. -Deal confidently with day-to-day problems without referring to others.</p> |
| <p>Safeguarding and confidentiality</p> | <p>-Ensuring any potential safeguarding issues are highlighted, actioned and/or reported as soon as possible. -Ensure all client information remains confidential and is processed in accordance with the General Data Protection Regulations 2018 when obtaining, transmitting and recording information verbally, in writing and electronically.</p> |
| <p>Emotional effort</p> | <p>This role requires significant emotional effort and personal resilience to effectively manage the complex needs and challenging behaviour of some residents.</p> |
| <p>Other requirements</p> | <p>-Flexibility to work across multiple locations as we introduce similar projects in the Humber region. -To undertake relevant training and development opportunities as identified and agreed. Undertake any other duties as may from time to time be required which are commensurate with the post. -Conduct yourself in line with the general standards of conduct and behaviour which include awareness of risk, health and safety at work, data protection and embracing the cultural diversity of all colleagues and customers. -A willingness to work to a variety of shifts including weekends where necessary. -Commitment to the YMCA Humber vision, values and Christian ethos</p> |

Experience and Qualifications required for the role

| <p><u>Minimum Qualifications</u></p> | <p><u>Experience</u></p> |
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| <p>Recognised qualification in social care, counselling or equivalent desirable Or Significant evidence of personal development in relevant areas</p> | <p>Experience of working in a similar challenging and changing environment, being adaptable and resilient. Experience of working in homelessness, housing, welfare or social services.</p> |