

Job Title	Resident Support 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 will work with a dedicated caseload to actively engage and keywork residents to develop, agree and implement a robust and relevant support plan, with progress regularly monitored via Outcome Stars, covering the following areas:</p> <ul style="list-style-type: none"> • Budgeting and money management – ensuring correct benefits are in payment, the resident can budget for essentials and manage their money effectively, including paying their rent. • Resident specific health issues – including substance misuse, physical, emotional, and mental health concerns, accessing and engaging with external agencies and services • Accessing education, training, employment, and volunteering opportunities • Addressing behavioural issues (e.g., substance misuse, aggression, offending – where necessary) • Managing inappropriate or destructive behaviour and relationships • Motivating residents to engage in meaningful use of time whenever possible • Preparing for a successful move on and living independently • Practical living skills, including shopping, cooking, cleaning, laundry etc where the resident has a particular difficulty in this area • Ensuring, in conjunction with Housing and Welfare Officers, that tenancy conditions are adhered to and factors that put a resident’s accommodation at risk are dealt with. <p>You will provide practical support in areas such as making welfare benefit and other funding applications, arranging, and attending appointments, etc. Ensuring accurate client support records, needs and risks assessments, Outcome Stars and other necessary documentation is maintained. Maintain regular contact with external partners and advocate for the resident where necessary. Calmly and efficiently deal with day-to-day issues and events that take place whilst on duty. Contribute to the staff/resident community and assist in organising and participating in engagement and leisure activities with your residents when required</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.

	<ul style="list-style-type: none"> - 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	Communications and Relationships
	<p>Under the guidance of the Accommodation Lead and in adherence with YMCA Humber policies and procedures: Carry out regular support / key working with allocated residents to build on their strengths, provide practical support and achieve the outcomes highlighted in their support plan.</p> <ul style="list-style-type: none"> - Assist in delivering 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. - Attend shift handovers and provide appropriate information to ensure colleagues are fully briefed on key issues for next shift.
	Financial
	<ul style="list-style-type: none"> - Use EPOS systems to take cash payments from residents for items such as meals, rent etc. as required. - Support residents to apply for Housing Benefit and other welfare benefits as required to ensure that their income is maximised. - Support residents to open a bank account where necessary and assist with budgeting and money management skills. - Be aware of safeguarding requirements in respect of financial exploitation of vulnerable residents and take appropriate action as necessary. - Ensure that YMCA financial policies and procedures are followed at all times.
	Information systems
	<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 – this will include information such as – <ul style="list-style-type: none"> - Booking residents in/out of accommodation - details of resident conversations and key working sessions - Carry out 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.

	<ul style="list-style-type: none"> - Input into the work order systems to notify the property services team of building defects/repairs 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 <p>-Provide feedback and input into YMCA Humber policies as requested by line manager.</p>
	<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. - Plan key working sessions to ensure all designated residents have had the appropriate amount of support based on their individual needs. - 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.
Freedom to act and decision making and analytical skills	<ul style="list-style-type: none"> - The Coach 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.
Safeguarding and confidentiality	<ul style="list-style-type: none"> - 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.
Emotional effort	<p>This role requires significant emotional effort and personal resilience to effectively manage the complex needs and challenging behaviour of some residents.</p>

Other requirements	<ul style="list-style-type: none"> - 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
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Experience and Qualifications required for the role

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