

## YMCA Humber

### JOB DESCRIPTION

Job title: **Relief Support Worker**

Department: **Housing**

Hours of Work: **As required**

Reporting to: **Project Managers**

Date : **July-15**

---

#### **I. Purpose of the Job**

##### **The purpose of this job is to:**

- a) To work as and when required, providing informal support to service users and ensuring the safety of the building in accordance with the Association's policies and procedures.

#### **II. Key Areas of Delivery**

##### **The key areas of delivery are:**

- a) To deal with enquires and offer informal support to service users based on the YMCA Humber Housing Policies and Procedures.
- b) To monitor and report all incidents and take appropriate action after doing a risk-assessment.
- c) To manage anti-social behavior within the accommodation. In addition, provide a safe & secure environment for Service Users by assessing and managing any risk within the building.
- d) To ensure that the accommodation is ready for re-letting with minimum turnaround time.
- e) To record incidents & work practices accurately within established record keeping and confidentiality policies. In addition, to operate within clear professional boundaries based on YMCA's code of conduct policy.
- f) To carry out security checks on all parts of the building to ensure the security of the building
- g) To participate in handovers with the staff at the start and end of each shift.
- h) To report defects & deal with minor maintenance problems as directed by the Senior Project Worker.
- i) To be aware of and work within the YMCA's Health and Safety Policy at all times and to report any issues of concern.

### **III. Knowledge & Experience**

- a) Knowledge & experience of doing Risk Assessments is desirable.
- b) Knowledge of the causes of homelessness & Supporting People is desirable
- c) Prior experience of working in a similar environment will be highly desirable.
- d) Prior experience of assessing and managing difficult situations is essential

### **IV. Skills and Abilities**

- a) The ability to risk-assess a situation and act responsibly without putting themselves or the service users at risk.
- b) The ability to deal effectively and appropriately in aggressive situations.
- c) Ability to work individually and as a part of a team

### **V. Work Environment**

- a) Hours of work: This position is of a casual nature and no mutuality of obligation is intended. The hours of work will be decided by prior agreement, as required.

### **VI. General**

- a) Other Duties – The duties and responsibilities in this job description are not restrictive and the post-holder may be required from time to time to undertake additional duties. Any such duties should not however substantially change the general character of the post.
- b) Equal Opportunities – The post-holder must carry out his/her duties with full regard to the YMCA's Equal Opportunities policy
- c) Health and Safety – The post-holder must carry out his/her duties with full regard to the Health and Safety Procedures.