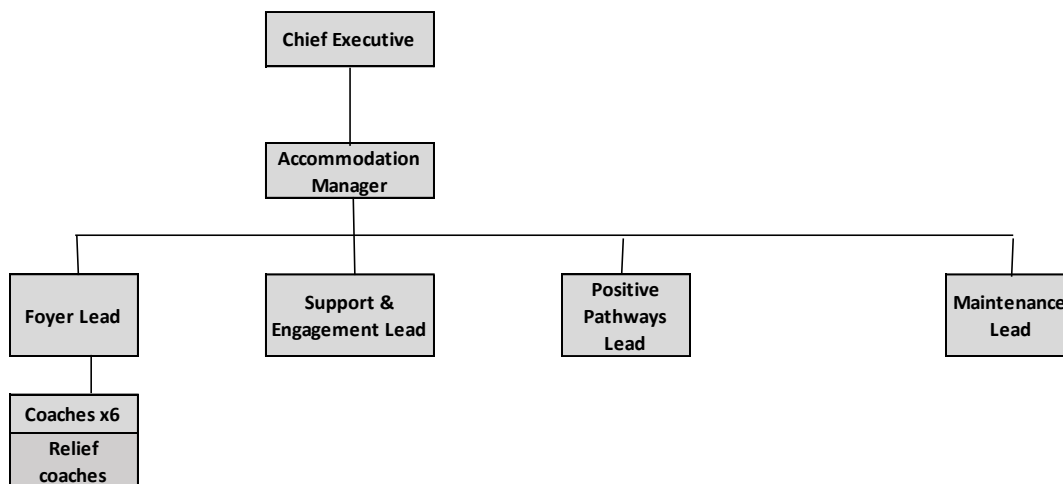


JOB PROFILE

Foyer Lead

Location: YMCA Humber (Registered Office)
Responsible to: Accommodation Manager
Hours: 40 hours per week (excluding breaks)
There is a requirement for this role to participate in the primary and secondary on-call rota
Occasional weekend working may be required to accommodate the needs of weekend staff and TOIL policy will apply on these occasions.
Holiday entitlement: 33 days including bank holidays

Structure



Key Contacts

External Stakeholders

- Support agencies- including Youth Offending Team, Probation Service, Addaction, Doorstep, home options team and Stepping Stones
- Local education providers
- Foyer Federation

Internally

- Senior Leadership Team
- Managers and Leads
- Residents
- Accommodation teams

Job Purpose:

This is a varied leadership role, providing line management to a number of coaches who work alongside residents offering support based on life-coaching and person-centred principals, using skills such as active listening, positive questioning whilst enabling residents to meet their aspirations such as being healthy, managing finances and preparation for living more independently. As an integral part of the YMCA Humber leadership team the role requires a balance of front-line service delivery coupled with the ability to carry out development projects as directed by the Accommodation Manager

Accountabilities:

Leadership responsibilities

- Responsibility for overseeing the delivery and contract compliance of housing related support at our Foyer project, ensuring a high standard of accommodation is provided.
- Be responsible for supporting, supervising and developing staff within their line management.
- Take the lead in delivery of a coordinated programme of support activities to enable young people to reconnect with learning, increasing their employability, improving their health and well-being and developing their leadership potential.
- Provide a strong and reliable pathway for young people to move on positively and in a way that supports greater independence.
- Ensure behaviour is managed effectively, arrears are kept to a minimum and best practice for safeguarding is always followed.
- Support Foyer staff to deal with individuals who may exhibit challenging and/or chaotic behaviour.
- Lead reflective practice and work as part of a multi-agency network.
- Coordinate with Maintenance services to ensure Foyer accommodation is effectively maintained.
- Manage health and safety audits and risk assessments to ensure safety of all staff, residents and visitors.
- Participate in the primary and secondary on-call rota.

Budget and Financial accountability

- Ensure all budgets within areas of accountability are managed within the YMCA Humber financial procedures
- Ensuring financial and impact targets were met and evidenced through accurate and up to date recording of quality and monitoring data.
- Support the development annual income and expenditure budget for areas of accountability

- Track and monitor income and expenditure highlighting significant deviances in a timely manner
- Provide expertise, and coaching to the support team, in welfare entitlement legislation to ensure new housing benefit claims are brought to an accessible state with outstanding claims resolved swiftly and competently

Line management accountabilities

- Line manage a small team of coaches including –
- Carry out appropriate appraisals, 1:1's and supervision for the team
- Approval of staffing levels and timesheets
- Identification of training and development needs
- Ensure effective team work to enhance the efficiency, operation and profile of the HR team.

Safeguarding and Confidentiality

- 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

General

- Undertake any other duties as may from time to time be required which are commensurate with the post, including the occasional need to work beyond office hours.
- 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

PERSON SPECIFICATION

Job Title:	Foyer Lead
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TECHNICAL REQUIREMENTS (includes experience and qualifications)	Essential/ Desirable
Experience within at least one of the following areas - voluntary sector, social housing, the welfare benefit system, youth, community, homelessness, Education & Training	E
A professional qualification or equivalent degree level in areas such as social care, counselling or other related discipline	E
Formal qualification or equivalent experience of Safeguarding and confidentiality	E
A professional teaching / trainer qualification	D
Relevant training in Mental Health, Drugs awareness, sexual health and first aid	D
Management qualification level 5 or above	D
Communicating & Influencing	
Experience of developing relationships with key stakeholders – both internally and externally	E
Ability to work as part of a multi-disciplinary team	E
Experience of developing relationships with vulnerable young adults	E
Planning & Organising	
Ability to maintain accurate and detailed records	E
Time management and ability to manage a varied workload	E
Managing & Developing Performance	
Understanding of and experience in measuring impact	E
Line management experience	E
Strategic Thinking	
Previous experience of supporting the development of an organisation's strategy	D