

JOB DESCRIPTION

Title of Post:	Youth Project Worker
Location:	West Oxfordshire
Directorate:	West London and South West England
Responsible to:	Service Manager or Deputy Manager
Responsible for:	N/A
Date:	November 2017

The service provides supported accommodation to 28 clients aged 16-25 who are homeless or likely to become homeless. The project has 7 accommodation sites across West Oxfordshire working with clients through a pathway model towards greater independence. .

PURPOSE OF THE JOB

Provide a safe and supportive environment for clients who are primarily young people with complex needs in West Oxfordshire, in which to build confidence, 'promote opportunities' for positive change and support the recovery journey.

To be responsible for a case load of young clients supporting them towards greater independence. This will involve focusing on recovery and outcomes, assessing each client's individual needs and working through support plans to help them achieve their goals.

KEY RESPONSIBILITIES

1. Delivering a service that is exceptional in a complex environment. That is creative, professional, holistic and gets results.
2. Undertake appropriate key-working activities with young people (i.e. referrals / Interviews / booking-in / maximising benefits and income etc).
3. Comprehensively assess and understand clients' needs, aspirations and risks.
4. Supporting team colleagues, through day-to-day working and participation in reflective practice, team meetings, case reviews and case conferences, in order to ensure a high quality service for all clients.
5. Take a holistic approach to supporting client's needs and aspirations, seeking and highlighting opportunities for change at the individual, service and organisational level.
6. Ensuring clients are kept safe by managing client risk and addressing challenging behavior effectively.
7. Develop professional relationships with external agencies to maximise the ability to influence and seek the best outcome for St Mungo's and its clients. Work closely with a variety of agencies including for example, Social Services, Youth Offending Team, and West Oxfordshire District Council.
8. Work as part of a team in supporting all the young people on site and ensuring that the clients we house are always safeguarded throughout the recovery process.
9. Provide group and one to one sessions with clients - supporting them to engage with activities, volunteering, training and employment.
10. To develop professionally and to identify personal opportunities in order to improve the level of service

St Mungo's offers to its clients.

11. Carry out a range of housing management tasks including for example resettlement, health and safety tasks, dealing with rents and voids.
12. Carry out cleaning duties of all common areas and vacant rooms.
13. Ensure the project's impact in the locality is monitored and managed, complaints are responded to rapidly and effectively and complies with our Good Neighbourhood policy.
14. Work on a rota system, this may include evenings and weekends.

Service Governance

15. Comply with service contract requirements actively participate in promoting the service through client case studies and examples of best practice.
16. Ensure Safeguarding of Vulnerable Adults and Children legislation and local protocols are adhered too.
17. To ensure information is stored and used in line with relevant information sharing protocols and data protection legislation
18. To attend and to ensure attendance and participation fully in
 - Supervisions & Appraisals
 - Reflective practice
 - Case Conferences, Case Review, Contract Monitoring
 - The designated training package for this role.

GENERAL

- Adhere to St Mungo's Policies and Procedures at all times.
- Cover for other members of the team and division as necessary.
- Being proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.
- Undertaking, as required, any other duties compatible with the level and nature of the post and/or reasonably required by more senior members of staff.
- Attend and participate in divisional and team meetings and other meetings as required.

This job description covers the current range of duties and will be reviewed from time to time. It is St Mungo's aim to reach agreement on changes, but if agreement is not possible, St Mungo's reserves the right to change this job description.

PERSON SPECIFICATION

Youth Project Worker

Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to use the application form or covering letter to demonstrate your capabilities, in relation to each point listed under essential requirements in the person specification. Where relevant use your answers to illustrate how your competences have helped you achieve positive results.

ESSENTIAL REQUIREMENTS

Experience

1. Demonstrable experience of achieving positive outcomes in young peoples services, offending services, social care, housing or health services.
2. Demonstrable experience of coaching, motivating and empowering people to achieve their goals and dreams

Skills, Knowledge and Abilities

3. Ability to network, build enabling relationships and work effectively in a multi-agency environment
4. A detailed understanding of the support needs of vulnerable people (specifically 16-25 year olds), including the ability to assess and plan recovery focussed support together with clients.
5. An understanding of the services and legislative environment regarding young people.
6. Relevant training, study or qualifications in the area of youth work, social care, psychology, health, housing or other areas relevant to working with vulnerable young people and/or adults
7. Strong interpersonal/ social skills to develop and maintain productive and appropriate relationships with clients and agencies.
8. A capacity to handle responsibility, use own initiative and remain motivated.
9. The ability to respond appropriately and effectively and de-escalate situations when faced with challenging behaviour.
10. Belief in client's potential and commitment to their aspirations.

The following are required of all roles with St Mungo's. However, you do not need to address these in your application.

- Genuine interest in and commitment to St Mungo's work and client group.
- An understanding of and commitment to diversity & equality
- Willingness and ability to work shifts including evenings, weekends and Bank holidays including Christmas Eve/ Day and New Year's Eve/ Day
- Willingness to work flexibly in response to changing organisational requirements.

In the selection and interview process, we will be assessing candidates against the following competencies:

COMPETENCY	PRIMARY INDICATORS
Improving and Innovating	<ul style="list-style-type: none"> <input type="checkbox"/> Is client and customer focused <input type="checkbox"/> Is open to new ideas, improvement and change <input type="checkbox"/> Handles situations and problems with innovation and creativity <input type="checkbox"/> Shows commercial and financial awareness
Interacting and Influencing	<ul style="list-style-type: none"> <input type="checkbox"/> Takes responsibility and demonstrates values-driven leadership <input type="checkbox"/> Shows self-awareness <input type="checkbox"/> Works well with other people <input type="checkbox"/> Collaborates and networks effectively internally and externally <input type="checkbox"/> Shows sound communication and influencing skills
Understanding and Doing	<ul style="list-style-type: none"> <input type="checkbox"/> Able to find and analyse relevant written and numerical information and use it to make sound judgements <input type="checkbox"/> Able to think strategically <input type="checkbox"/> Demonstrates the necessary technical skills and aptitudes at the level that are required for the role <input type="checkbox"/> Has good writing skills at the level required for the job <input type="checkbox"/> Plans, organises and manages time well <input type="checkbox"/> Demonstrates compliance and accountability
Involving and Including	<ul style="list-style-type: none"> <input type="checkbox"/> Builds client/stakeholder involvement into all activities <input type="checkbox"/> Aware of own level of cultural competence and proactively seeks to develop <input type="checkbox"/> Actively promotes equality, diversity and inclusion among colleagues and clients.