

Start Again Project

A Community Interest Company whose mission is to enable young people to develop their personal, spiritual and social development. Enabling them to lead a fuller life in their communities.

Based in Birmingham, with a growing network of development and delivery partners in the UK and overseas, our objective is to provide a range of opportunities that enable young people to develop understanding and skills allowing them to:

- Build confidence to broaden horizons.
- Socialise and have fun
- Inspire young people to set their own goals
- To provide relevant and appropriate opportunities to young people
- Promote healthy living
- Provide safe homes and stability

As the successful candidate you would be instrumental in assisting young people in making a transition to independent living in a caring and structured environment ensuring a multi-agency approach to delivering bespoke support tailored to the individual needs of each young person we work with.

JOB TITLE:	Youth Support Worker
DEPARTMENT:	Semi-Supported Accommodation

1. OVERALL PURPOSE OF JOB

As a member of the Semi-Supported Accommodation Team, you will be providing a high quality support service to vulnerable young people aged 16 and over leaving the care system and making the transition into independent living. Candidates will advise, guide and manage individuals' progress and development whilst they are living within Start Again Project's Semi Supported House.

2. STAFF RELATIONSHIPS

REPORTING TO:	Project Manager & Operational Manager
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3. KEY WORKING RELATIONSHIPS

Contact	Level 1-3	Contact	Level 1-3	Contact	Level 1-3
Start Again Project Organisation Staff	3	General Public	2	Programme participants	3
Agencies / Partners	1	Press & Media	1	Funders / Commissioners	1
Suppliers / Service Providers	1	Auditors	1	Events / Conferences / Seminars	2
Level of Contact 1 = General Informing. "Appearance, first impressions". Some independent outside exposure and contact, primarily informative. 2 = Presenting/Representing/Reporting "Relationship management". Independent representation of Start Again Project and its Partners. Maintaining individual contacts. Usually managing information flow. 3 = Justifying/Negotiating - "Influencing decision makers". Independent exposure as lead contact, representing Start Again Project to highly influential people. Responsible for complex and sensitive/high risk communications.					

4. MAIN DUTIES/WORK PROGRAMME RESPONSIBILITIES

By main work area:

Provide support, advocacy and information to the individuals we support.

- Provide emotional and practical support to service users.
- Help service users meet their personal care needs sensitively and appropriately to a high standard, including personal hygiene, assistance with laundry, and preparing meals and drinks.
- Supporting service users to take any prescribed medicine, complying with all medicine policies, including storage, administering and record keeping.
- Enable service users to achieve independence as far as possible in all areas of their life by providing appropriate information, opportunity, training mentoring and support.
- Help service users to identify and choose their support needs.
- Assist in devising, implementing and reviewing care plans.

Provide a safe, comfortable and supportive home for the individuals we support.

- Support service users to actively contribute to the running of their own home.
- Participate in shift working, which may include day, evening, weekend and Bank Holiday working.
- Assist in health and safety assessments, follow health and safety procedures and participate in fire drills and audits.
- Report any maintenance and repair tasks in the house, to the Project Manager
- Provide First Aid services at the house when necessary (if trained to do so).
- Assist individuals we support to present themselves as valued members of the local community.
- Create opportunities for social and leisure activities with young people.
- Introduce young people to a range of facilities and amenities in the local neighbourhood and wider community.
- Ensure that the rights of the people we support are always protected and respected.
- Ensure that each individual is supported as far as possible to exercise their rights in the following areas: Privacy, choice, participation in decision making affecting their lives, expression of their own cultural identity, entitlement to service, feedback on the service they receive and the right to complain, protection of their property, maintain positive links with their friends and family.

OTHER DUTIES

- Health & Safety and Safeguarding
 - To operate safely within the workplace with regard to Health & Safety legislation and respond accordingly to Start Again Project's procedures and statutory procedures to Safeguarding and child protection
- Confidentiality
 - An acknowledgement of the need to maintain confidentiality at all times and to become aware of the policies on confidentiality, and the management and sharing of information.
- Policies and Procedures
 - Maintain a knowledge, understanding and adherence to the Policies and Procedures Manual
- Continuous Personal and Professional Development of self and others
- Other duties as assigned in accordance with the annual business review

5. TRAINING/SKILLS REQUIREMENTS

REQUIREMENTS	KNOWLEDGE/SKILLS/ATTRIBUTES	ESSENTIAL	DESIRABLE
Training & Qualifications	<ul style="list-style-type: none"> - Community or Youth work Diploma/Degree - Health and Social Work Qualification - Previous experience in youth care setting 	E	D D
Specialist Knowledge experience	<ul style="list-style-type: none"> - Knowledge of Housing Benefit assistance - Knowledge of childcare legislation - Knowledge of mental health legislation - Knowledge of Safeguarding and Child protection 		D D D D
General / Experience	<ul style="list-style-type: none"> - Good general education - Working knowledge of general office equipment - Discretion with confidential information 	E E E	
Management & organisational skills	<ul style="list-style-type: none"> - Organisational skills for self and ability to discern priorities - Ability to work on own initiative and as a member of a team - Remain calm under pressure - Commitment to continuing personal & professional development 	E E E E	
Communications skills	<ul style="list-style-type: none"> - Good general written and spoken communication skills. - Ability to communicate with peers and supervisors - Ability to write concise reports - Ability to ask questions and seek guidance when required 	E E E E	
Computer Literacy	<p>Computer literacy is required at intermediate- user level including:</p> <ul style="list-style-type: none"> - Microsoft Powerpoint - Microsoft Word - Microsoft Outlook - Microsoft Excel - Microsoft Publisher <ul style="list-style-type: none"> - Quick and easy retrieval of information from the Internet 	E E E E	D D
Travel requirements & other requirements	<ul style="list-style-type: none"> - City wide; Regional and national on occasion - Ability to actively support and promote Equal Opportunities. - Current Full Driving Licence - A satisfactory Disclosure and Barring Services (DBS) certificate disclosure at enhanced level 	E E E	D

Prepared by:	Date:
Jo Joseph-Hunter	11 th March 2014