



Spring | Housing Association

Support Worker – Young People (2 Posts)

Applicant Information Pack

Spring Housing Association is dedicated to safeguarding all of our customers, and expects staff, volunteers and contractors to share this commitment. Applicants must be able to undertake a DBS check and provide a satisfactory certificate if required, together with evidence of your current right to work in the UK.

At Spring Housing we are committed to diversity and inclusion, and positively welcome applications from everyone.



MISSION STATEMENT

“To create long term prosperity by investing to prevent homelessness, poverty and social isolation and to inspire and unlock people’s potential”

AIMS AND OBJECTIVES

- To provide high quality accommodation for people in housing need
- To prevent and reduce Homelessness
- To assist people on a journey away from housing need towards a future of stability, happiness, and independence

OUR VALUES

- ✓ Positivity and Giving Opportunities
- ✓ Creating Quality Homes and Happy Lives
- ✓ Building Memories and Focussing on Futures
- ✓ Proudly Supporting Each Other

THIS IS US!



About Us:

Spring Housing Association formed in 2014 and became a registered charity in August 2015.

We are a charity working with people in need of accommodation and tenancy related support across the West Midlands. We work in conjunction with the private sector and housing associations to provide general needs and specialist services to care leavers, people who are homeless or at risk of homelessness and refugees.

We deliver a range of person-centred services to support individuals to *obtain*, *maintain* and *sustain* accommodation long term.

We currently employ over 100 staff and operate throughout Birmingham, Worcestershire, Herefordshire and Staffordshire.

We provide *exempt* accommodation housing and support solutions across 6 geographical regions and 15 local authorities.

We really value our staff team – they are the reason Spring provides excellent services. Our staff embrace and live our values on a day to day basis.

In 2020, Spring came **31st** out of the Best **100** Not for Profit Organisations to work for and **7th** out of the Best **25** Housing Associations to work for (Sunday Times Best Companies to work for). This was a massive achievement for us, beating many well-established organisations to get this placing, and clearly shows the level of engagement from our staff.

We welcome feedback to continually strive to improve the working environment and experience for our customers. Recent newcomers to Spring said...

- “I like the can-do attitude.”
- “Great variety of work and pleasant people and atmosphere”.
- “The ethos of the organisation is something that other organisations should aspire to have and you can really feel that the ethics are carried at every level from top to bottom.”

Comments from New Starters – February 2020

Benefits of Working with Spring:

- ✓ Flexible working hours including part time hours, evenings and weekends
- ✓ 30 days per annum including bank holidays
- ✓ 1 day's paid leave (pro rata) on your birthday
- ✓ Contributory pension scheme
- ✓ Health4All – Cash Plan. Individual cover provided after 6 months service with the option to upgrade
- ✓ Bike to work scheme - lease a new bike and spread the cost over/up to twelve months interest free payments
- ✓ Employee assistance programme – free confidential advice and counselling
- ✓ A commitment to staff training and development.

Thank you from Dominic Bradley



Dear Applicant,

I would like to thank you for your interest in working with Spring Housing.

I'm really excited by the direction Spring is taking as an organisation. We started in 2014 to get back to the original ethos of why housing associations were initially established, we saw that the housing crisis was getting worse and that homelessness continued to be a major issue across the Midlands and we wanted to use our relationships with private sector landlords to bring private houses into social use for social purpose.

We believe we are still living to our original purposes and making a real difference to our customers lives.

We have only been able to do this through the dedication and commitment of our staff. They have been fundamental in the lives of our customers and the success of our services to date.

I'm sure, if you are successful that you will see what makes Spring different!

We are a relatively new organisation with a "can-do" attitude, and diverse in our services and people. It's a really exciting place to work and you will be joining and contributing to an organisation with a real passion to make a long-term difference to the lives of our customers.

If you are successful in your application, we will assist you to settle into your new role and team as quickly as possible.

I hope that you find this information useful and informative during the application process. If you require further information, please email recruitment@springhousing.org.uk or visit our website

Yours sincerely,

Dominic Bradley
Managing Director

Job Advert: Young Person Support Worker

Do you have experience of working with young people? Are you seeking a new challenge or the next step in your career? If so, we are looking to recruit 2 motivated and experienced Young Persons Support Workers to join our growing charity. *One of the posts is a full time 37.5 hour post, the other a part time 30 hour post.*

You will be responsible for supporting customers to actively live healthy, happy independent lives within communities through early targeted prevention, personalised support and partnership working.

The focus will be on support to build resilience, improve wellbeing and move towards independence.

You will provide support to people with a variety of needs, including offending behaviour, mental health issues, substance misuse, issues around family breakdown, neighbourhood disputes, behavioural problems, anti-social behaviour.

The ideal candidates must have a proven track record and understanding of working with and delivering outstanding services to vulnerable people. You will need to have excellent written and verbal communication skills and the ability to manage and prioritise your workload according to the changing needs and demands of the service.

To be successful, you will have:

- ✓ An understanding of working in supported services with proven knowledge of supporting customers, housing, welfare system and other related legislation
- ✓ Ability to deliver high quality, structured and time limited interventions that have a lasting impact on customers lives
- ✓ Experience of managing complex and difficult situations in relation to vulnerable client groups
- ✓ Ability to effectively liaise with a range of service providers or agencies to establish or improve services for customers
- ✓ An understanding of delivering high quality customer focused customer led services
- ✓ Ability to be self motivating, work under pressure and manage time effectively
- ✓ Ability to work flexibly, including working evenings and weekends to meet the needs of customers
- ✓ NVQ level 3 qualification in Health and Social Care or relevant qualification (or working towards)
- ✓ Excellent written and verbal communication skills ✓ Enhanced DBS check required

We

We have a Candidate Privacy Policy which is in line with the EU General Data Protection Regulation (GDPR) effective from 25 May 2018. The updated Privacy Policy has been designed to make our data processing activities as transparent as possible. We encourage you to take a look at the updated documents, and if you have any questions please contact us or visit <https://springhousing.org.uk/about-us/our-privacy-notice/>

As part of our commitment to making Spring a great place to work, we offer a comprehensive reward and benefits package.

*** Spring Housing Association takes safeguarding of vulnerable people seriously - all applicants will be subject to Safer Recruitment Checks***

For further information on how to apply:

Please send your CV via the indeed portal. If you are invited to an interview you will also need to complete an application form. For further information please email us at recruitment@springhousing.org.uk

Job Type: Full-time – 37.5 hours

Salary: £19,356.97

Covid-19 Statement:

In line with the UK Governments Covid 19 guidance and to ensure the health and safety of our staff, currently Spring Housing are conducting interviews online using Microsoft Teams or Zoom.

If you are invited to attend an interview, you will be provided with full details on how to access the online interview process. If you do not have access to IT, please contact us so that we can support you, where possible.

For further information please visit the links provided below:

MS Teams:

<https://www.microsoft.com/en-gb/microsoft-365/microsoft-teams/download-app>

Zoom:

<https://zoom.us/download>

Job Description and Person Specification

Section 1 - Role

Post: YP Support Worker
Reporting to: Service Manager
Directive: Housing and Wellbeing Services
Grade/Salary: £19,356
Car user: 0.40p per mile

Section 2 - Key Tasks and Responsibilities

OVERALL JOB PURPOSE

1. To provide appropriate high quality support to young people with various needs. To help them develop their skills, confidence and to enable them to make positive informed decisions about their lives and make a successful transition to adulthood.

Section 3 – Duties

1. To assist young people to improve their life and independent living skills, ensuring targets are agreed as part of their pathway plan.
2. To participate in, and undertake needs and risk assessments, support/care planning, review meetings and assessments and ensure that plans are followed.
3. Be aware of each customer, their abilities, aspirations, goals and desired outcomes.
4. To be available for regular support sessions and to promote and facilitate the participation of the young person in their own support.
5. To support and encourage young people to engage with learning skills and work.

6. To support the young person to access welfare benefits available to them and empower them to make informed choices and claim their rights.
7. To support and encourage young people to develop positive family and other support networks.
8. To support the young person in maintaining their environment and tenancy agreement by providing ongoing support and guidance.
9. Work in partnership with other statutory agencies, community groups as well as specialist third party services to provide specialist support for the young person depending on their individual needs.
10. Take responsibility for safeguarding and health and wellbeing concerns for the young people and to report concerns to the Service Manager.
11. To ensure an effective transition and resettlement plan is undertaken for young people leaving or moving on from the service.
12. To respond to crisis situations as required and be available for emergency cover within your own project and contribute to the overall running of the project.
13. To be responsible for the health, safety and welfare of yourself, customers and others at work and undertake health and safety duties as required.
14. Work shifts on a rota basis; this will include weekends and evenings.
15. Promote and uphold all Spring Housing Association Policies and to conduct yourself and represent Spring in a professional manner at all times.
16. To participate in team meetings, supervisions and other review meetings and demonstrate a commitment to your learning and professional development.

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

PERSON SPECIFICATION

	Essential	Desirable
Education and Qualifications <ul style="list-style-type: none"> • Good standard of education (Maths and English GCSE or equivalent) or equivalent experience gained in a work related environment • NVQ Level 3 in Health and Social Care or equivalent 	✓	✓
Experience <ul style="list-style-type: none"> • Experience of working with young people • Experience of working within policies, procedure frameworks • Ability to work with different customers, demonstrating awareness of different cultures and religious beliefs • Ability to deal with challenging situations calmly and effectively ensuring risks are reduced 	✓ ✓ ✓	✓ ✓

<ul style="list-style-type: none"> • Experience of supervising volunteers and trainees 		
Knowledge and Understanding <ul style="list-style-type: none"> • Knowledge of welfare rights, resources etc • Knowledge and understanding of external partner agencies • Good understanding of IT systems including word, excel, email • Understanding of the effects of homelessness has on individuals • Understanding of the need for and observe confidentiality at all times • Understanding of health and safety and risk management 	✓ ✓ ✓ ✓ ✓ ✓	
Abilities and Skills <ul style="list-style-type: none"> • Ability to understand the difference between friendship and support • Able to carry out basic calculations to help with budgeting • Able to maintain accurate records, both electronic and written • Able to design and implement programmes to improve life and social skills • Ability to work on own initiative • Ability to work as an integral member of the team • Good organisational skills and an ability to prioritise and manage work to deadlines • Ability to change and adapt to demands in a fast moving environment • Effective interpersonal and communication skills 	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	
Behaviours <ul style="list-style-type: none"> • Sensitive to customer needs with a strong commitment to delivering high quality service • A positive approach to work • Commitment to operating within Spring's organisational values and promoting the organisation with other organisations and agencies • Promotion of equality of opportunity for vulnerable people 	✓ ✓ ✓ ✓ ✓	

<ul style="list-style-type: none"> • Recognise and value all aspects of diversity 		
<p>Additional Job Requirements</p> <ul style="list-style-type: none"> • Full driving licence and access to a vehicle • Able to work at weekends and evenings if required • DBS Check 	<p>✓</p> <p>✓</p> <p>✓</p>	