

Job Title:	Wellbeing Worker		
Department:	Neighbourhood Services	Grade:	HS2
Section:	QC Wellbeing for Young People / Housing First for Young People	Date reviewed:	May 2024
Reporting To:	Wellbeing Service Manager	Ref no:	

## Purpose of Job

To deliver a person centred housing support service to 53 service users who require support from QC Wellbeing Housing First for Young People service. This will be high quality support which supports young people to identify their desired outcomes in order that they are able to reach their full potential, make informed decisions and have greater independence. This support will reflect the aims and objectives of the organisation, service and housing first for youth principles.

## Context & Scope

The Wellbeing Worker will work as part of our Wellbeing for Young People team based at 840 Garscube Road. Support will be provided to young people supported in residential accommodation and young people in their own tenancies. The service supports young people aged 16-25 who have experienced homelessness and / or are care leavers.

The role will involve working in collaboration with young people and a number of different stakeholders to provide support young people need to achieve their goals. Support will be provided in a number of different areas including managing tenancy and accommodation, health and wellbeing, managing money, relationships, safety of self and others and personal development. The approach taken will be flexible, strengths based and trauma informed.

The role will require a degree of lone working delivering support to young people. This will involve working collaboratively with others to provide excellent support to young people.

The role will involve reflection on own practice and sharing learning and best practice with others.

Core hours are 7.30am to 10.30pm, 7 days a week on a rota basis but may need to work out with or additional hours in the event of an incident, when required by the on call procedure or in event of staffing issues.

## Major Tasks & Job Activities

### Service Provision

- To be responsible for the direct provision of support to young people, identifying support needed to support them to achieve their goals.
- To be a keyworker and co-keyworker, managing a defined caseload of young people.
- To work in partnership with other agencies when supporting young people, ensuring that communicate and advocate effectively.
- To complete and update all relevant paperwork including Outcome Support Plans, Risk Assessments, and Contact Notes.
- To participate in referral process including assessment of needs of young people
- To encourage service user involvement and participation, including organising activities.
- To respond to and deal appropriately with challenging incidents in the service.
- To support line manager in the development of services and implementation of improvements.
- To maintain professional confidentiality and boundaries at all times.
- To have responsibility for health and safety tasks within the service.

- To have financial responsibility in terms of handling weekly rent money, petty cash and monies provided by social work department for supervised spends with young people.
- To perform role of duty worker on a rota basis.
- To participate in an on call rota.

### People Management

- To reflect on own practice, sharing own learning and practice with colleagues.
- To support the induction of new staff members to the service.
- To support students on placement through advice, guidance and shadowing opportunities.

### Performance Management

- To actively participate in monthly support, supervision and observation.
- Invite and listen to feedback with an open mind, reflecting on own practice.
- To perform duties in accordance with organisations policies and procedures, aims and objectives of service, SSSC Codes of Practice, Health and Social Care Standards.
- To maintain expected standards in content and timescales for paperwork.
- To ensure you registration with SSSC is up to date and valid.
- To participate in the gathering of statistical information to evaluate the effectiveness of the service.

### Planning & Organising

- To positively participate in team communication to ensure a continuity of support.
- To manage diary and caseload.
- To work closely and with direction from management team to plan and deliver support to young people.
- To work in an environment that can be unpredictable where you can respond to competing priorities and prioritise your workload.

### Value for Money

- To work in an efficient manner to ensure the service meets its required contractual agreement.

### Relationship Building

- To establish a supportive relationship with young people, and in particular demonstrate stickability.
- To work collaboratively with team, internal and external stakeholders.
- To ensure regular and professional communication with all stakeholders.
- To establish and foster good relationships with neighbours.

## Other Tasks & Activities

### **Health & Safety**

- Understand your responsibilities as an employee under Health & Safety legislation
- Adhere to responsibilities as an employee under the Association Health & Safety policies and procedures.
- Ensure all activities are discharged in a safe manner, minimising risk at all times

### **Training**

- Be responsible for identifying your own training requirements in relation to the role and proactively seek ways to improve your own knowledge and skills
- Attend training and development courses as and when required

### **Equality & Diversity**

- Observe and promote Equality & Diversity and Customer First policies at all times
- Understand the diversity of our customers and potential customers and ensure that a flexible menu of engagement opportunities are accessible to all

### **Sustainability**

- Consider the sustainability of activities and resources to assist with Association's objective to reduce the negative impact of services on the environment

### **Other**

- Be willing to work flexibly and attend meetings out with normal hours when required
- Carry out any other duties which may be reasonably requested by the Line Manager and undertake any other duties subsequently allocated by the Association's management
- The duties of the post will be reviewed and modified in line with the exigencies of the service

Category	Essential Criteria	Desirable Criteria
Experience	<ul style="list-style-type: none"> <li>• Direct experience of supporting people, who have a wide range of support needs.</li> <li>• Experience of working with people who have barriers to social inclusion.</li> <li>• Experience of working without direct supervision and lone working.</li> </ul>	<ul style="list-style-type: none"> <li>• Prior experience of supporting young people who have experienced homelessness and / or care leavers.</li> <li>• Prior experience of person centred planning and delivering outcome focused support.</li> <li>• Prior experience of keyworking and managing a caseload.</li> </ul>
Knowledge, qualifications and education	<ul style="list-style-type: none"> <li>• A willingness to complete a qualification in Social Services and Health Care to meet requirements of SSSC registration.</li> <li>• Knowledge of issues affecting people who are vulnerable and socially excluded.</li> <li>• Knowledge of strength based approach, trauma informed practice, psychologically informed environment and assertive engagement.</li> <li>• Knowledge of Health and Social Care Standards and SSSC Codes of Practice, and there application in practice.</li> <li>• Knowledge of relevant safeguarding and adult or child protection.</li> </ul>	<ul style="list-style-type: none"> <li>• SVQ Level 3 in Social Care, or other qualifications that meet SSSC registration requirements.</li> <li>• Knowledge of supporting young people who have experienced homelessness and / or care leavers.</li> <li>• Knowledge of service user involvement and participation.</li> </ul>
Skills, abilities and behaviours	<ul style="list-style-type: none"> <li>• Good interpersonal skills.</li> <li>• Ability to respect and maintain the dignity and privacy of people we support.</li> <li>• Ability to treat each person as an individual and promote equal opportunities.</li> <li>• Ability to encourage and promote independence.</li> <li>• Ability to communicate in an open, accurate and straightforward manner.</li> <li>• Ability to work on own and to use own initiative.</li> <li>• Ability / willingness to learn new skills.</li> <li>• IT skills</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to form effective partnerships with external agencies.</li> </ul>

	<ul style="list-style-type: none"> <li>• Ability to develop skills used when supporting people through reflective practice, active learning, personal and professional development, supervision and feedback.</li> <li>• Ability to manage time effectively, with competing priorities.</li> <li>• Manage difficult and challenging situations.</li> <li>• Professional in attitude, behaviour and practice.</li> <li>• Demonstrate an understanding and commitment to the values of the service, organisation, Health and Social Care Standards and SSSC codes of practice.</li> <li>• Highly motivated and enthusiastic.</li> <li>• Flexibility and adaptability.</li> <li>• Build positive relationships with others.</li> <li>• Invite and listen to feedback with an open mind, reflecting on own practice.</li> <li>• Share learning and examples of good practice with colleagues and others.</li> <li>• Seek creative and innovative solutions, persevering until a solution is identified.</li> </ul>	
Other Requirements		

Key dimension category	Details
Level of communication required	<p>Requirement to communicate with a variety of different people internal and external on a regular basis including young people, social workers, police, other support agencies, medical professionals etc. This contact can be in person, phone, text, social media and email. Also involved is attending and leading meetings where a young person's support is discussed with a number of other agencies e.g. multi-disciplinary reviews. To enable the best service with young people need to establish positive and productive relationships with others.</p> <p>Requirement to listen to the needs of young people using a good conversation approach where coaching, negotiating and advocating are some of the many skills needed. This information will be used to inform the support provided and may need to be promoted to other agencies. There is a need depending on who communicating with to adapt the way that communicate.</p> <p>Requirement to complete typed communication of support provided e.g. contact notes, support plan, risk assessments and incident plans.</p>

	Information that is being communicated is often of a sensitive nature and requires an empathetic and assertive approach.
Authorities & Limitations	<p>Responsibility for managing own caseload and workload. Encouraged to use own initiative and creativity to solve problems. Will often have competing needs of their own caseload and other priorities within the service that they would need to balance. Requires a high level of lone working, and lone working out with normal office hours.</p> <p>Receive support and guidance from members of the management team. Also policies and procedures in place that can refer to.</p>
Line management responsibilities	No line management responsibility.
Financial resources responsibilities	Responsibility for handling small amounts of finances e.g. processing rent money, petty cash, grants received for young people or supervised budgets received from social work for individual young people.
Additional responsibilities	<p>Use of IT equipment e.g. laptops, computers, mobile phone, required for role. They use this equipment to log confidential and sensitive information in relation to support provided to young people.</p> <p>Responsibility for security, health and safety and ensuring maintenance of 840 Garscube Road</p> <p>The support provided has a direct impact on the wellbeing of young people supported by the service. This involves providing support, assessing need and managing risk. This support has an impact on the quality of life of young people and the safety of young people and others.</p>
Problem solving and complexity of work	<p>Problem solving and solution focused is a key part of role. Often solving these problems quickly, in a high risk environment and out with office hours when statutory services are available.</p> <p>Requires a knowledge of a variety of different areas including housing, homelessness, care leavers, benefit system, personal development opportunities, mental health, criminal justice and addiction.</p>
Working conditions	<p>The majority of work is within residential supported accommodation, in young people's tenancy or in the local community. Regular lone working, and often working in evening and weekends.</p> <p>Light physical demands.</p> <p>Frequently dealing with emotional difficult situations due to the support needs of young people and the trauma that they have experienced.</p>