

## **JOB PROFILE**

### **Assessment Worker**

#### **Permanent**

<b>Location:</b>	LandAid House with multiple site location.
<b>Responsible to:</b>	Housing Coordinator
<b>Responsible for:</b>	n/a
<b>Salary:</b>	Grade C.1 <b>£20,959</b> per annum
<b>Hours:</b>	<b>35 hours</b> per week working a mixture of 9:00am to 5pm, 10:00am to 6:00pm and 11:00 to 7:00pm shifts to meet the needs of the service.
<b>Annual leave:</b>	<b>28 days</b> per annum (inclusive of public holidays).
<b>Other Benefits:</b>	Pension scheme, interest free season ticket loan after six months and free confidential telephone counselling service.
<b>Job Purpose:</b>	The aim of this post is to provide a direct assessment service to vulnerable young people aged 16 – 25 who are homeless. This post will assist young people through the assessment and referral process to potentially enable them to move into LandAid House accommodation project. . This post requires close working with a range of agencies/bodies such as Local Authority, My Bnk and Referral Agencies. They will provide support and guidance throughout the assessment and referral process: setting expectations for a young person once they move in, their journey whilst residing at the accommodation project, ensuring the young person has all of the relevant benefits and documentation in place that is needed before they can move in, as well as making any necessary referrals on behalf of the young person for any additional support they may require, thus helping to embed a Psychological Informed Environment. To co-ordinate and deliver a series of induction workshops for young people to attend whilst they are on the waiting list.
<b>Job Context:</b>	City YMCA, London housing projects provides short term temporary accommodation for single homeless vulnerable young people aged 16 to 25 from a variety of backgrounds, including: offending, mental health, domestic violence and alcohol & drug abuse. The projects are open 24/7 – 365 days a year.

#### **Principal duties and responsibilities**

##### **Referral Process**

- Ensure the referral application is fully completed and sent with all of the relevant documentation in support of the young person's application for accommodation and chase external agencies where necessary.
- Contact the young person and organise all necessary appointments to complete the process.

- Organise and co-ordinate the referral and assessment process from receipt of the referral application, placing them onto the in-house database system, moving them over to the waiting list once the assessment process has been fully completed and co-ordinate for the young person to attend all introduction workshops whilst on the waiting list.
- Ensure all incidents and complaints from a potential resident are reported and dealt with in line with the organisation's processes.
- Correctly and promptly administer all paperwork and computerise information (including updating database systems, filing and maintaining referrals files) for the effective and efficient functioning of the housing team.

### **Assessment Process**

- To conduct regular assessment meetings with the young person applying for accommodation.
- Undertake initial and continuous assessment of needs including support needs and daily living skills. This would include potential risk and an assessment of the potential resident's independent living skills as a whole.
- The assessment process will incorporate models of co-production, observation and person-centred planning. This is with a view that it is solution focused as to provide a framework for progression towards independent living.
- Create support/action plans for providing appropriate services based on the assessment and reflecting the services and resources available.
- Encourage potential residents to be part of the local community and active participants in the local community of the hostel.
- To be the main source of benefit information, advice and guidance to the young person on the assessment process.
- To make referrals to relevant agencies to ensure young people's support needs are addressed including access to Floating Support and counselling.
- To carry out the move-in process.

### **External Agencies**

- To be pro-active and pragmatic in building and maintaining good working relationships with external agencies to benefit the support needs of potential residents (including referrals for extra support that is felt is needed through the assessment process).

### **Licence Agreement & Income Maximisation**

- To deliver induction workshops, including:
  - Licence Agreement & House Rules
  - Rent
  - Health & Safety
  - Fire Evacuation
- To help potential residents understand the expectations of the projects they are moving into so they are able to maintain their license agreements and adhere to the house rules.

### **Resident Involvement & Regulatory Standards and Compliance**

- Ensure all potential residents attend a resident involvement forum while on the waiting list or as soon as they move in by sending a letter with date and time and explaining that they need to attend it.
- To carry out risk assessments and health and safety inspections, taking appropriate action to comply with legal and local authority regulations and standards.

### **Other**

- Follow the robust monitoring procedures as guided by the Housing Co-ordinator.
- To represent the organisations at various relevant external forums and meetings.
- Maintain a thorough knowledge, and, work within all City YMCA's Policies and Procedures (i.e. Code of Conduct, Child Protection and Safeguarding and Health & Safety policies & procedures, as well all policies & procedures in relation to housing and reception duties).
- Maintain a thorough knowledge of current housing legislation and welfare benefits.

- Undertake other duties commensurate with grade and status.
- Attend regular supervision and other personal development activities (training events and occasional overnight).
- To provide cover at any City YMCA site for holiday or sickness within the housing department.

**Scope and limits of authority**

- Administration information systems (manual and computerised) and in particular Amis and referrals, current and ex-resident files.

## Person Specification Assessment Worker

<b>Knowledge and Qualifications</b>	
Has a NVQ Level II or equivalent in Housing, Information, Advice & Guidance or Youth work or equivalent.	Essential
Knowledge, understanding and awareness of issues faced by young people	Essential
Knowledge of: <ul style="list-style-type: none"> <li>• Health and safety provisions and requirements in a residential project</li> <li>• Current housing legislation –welfare benefits</li> </ul>	Desirable
<b>Has an understanding of the psychological informed environment approach.</b>	Essential
Knowledge of customer services standards and procedures	Desirable
Has an understanding of adolescent development	Desirable
<b>Experience</b>	
At least one year's experience of working in the housing sector	Desirable
Minimum of one year's experience of working with young people	Essential
Experience of working within a psychological informed environment.	Essential
Experience of working in a client facing role	Essential
Experience of conducting needs and risk assessments	Essential
<b>Abilities and Skills</b>	
Ability to form supportive relationships with service users always maintaining professional boundaries	Essential
Willingness to work flexibly in response to changing organisational requirements	Essential
Excellent communication skills (verbal and written)	Essential
Ability to work constructively as a member of a team and within a multi-agency framework	Essential
Excellent customer care skills and telephone manner	Essential
Intermediate IT skills	Essential
An organised approach to work and good administrative skills	Essential
Enthusiasm and ability to work using own initiative	Essential
Skilled in dealing with people with complex needs	Desirable
Ability to dealing with challenging behaviour in a calm and constructive manner	Desirable