

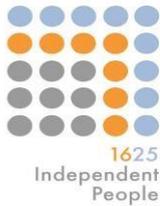


1625 INDEPENDENT PEOPLE

Summary of Main Terms of Engagement

Work provider:	1625 Independent People
Job role:	Relief Worker
Main place of work:	St Georges House & Bristol Foyer
Pay:	Day Relief shifts - £9.00 per hour (central Bristol and Yate, South Glos) Relief (Waking) shifts - £10.00 per hour (central Bristol only) Night Relief (Sleep-In) shifts - £9.00 per hour (Yate, South Glos only)
Hours of work:	Ad hoc as required to include evening, weekend, nights and bank holidays.
Holidays:	£0.91 per hour worked
Company sick pay:	n/a
Probationary period:	n/a
Notice on termination:	n/a
Pension:	n/a

Please note there may be supplementary provisions in the contract of engagement accompanying the above terms. In the event of any inconsistency between the contents of this document and any subsequent contract of engagement provided by the organisation, the terms of the contract of engagement shall prevail.



1625 Independent People

JOB DESCRIPTION

POST:	Hostels – Relief Worker
RESPONSIBLE TO:	Hostel Manager / Team Leader
AIMS AND OBJECTIVES:	To contribute to the effective running of services, by providing support and housing management To support project staff in empowering young people to develop independent living skills.

The above objectives should be achieved in line with the organisation's ethos of *keeping the young person at the heart of everything we do*.

Tasks and duties:

1. Supporting young people

- 1.1 To assist the project team to achieve positive outcomes and stated goals for the young people, building on strengths and helping overcome the young person's barriers to achievement.
- 1.2 To respond to request and issues from young people, continually assessing the housing and support needs and risks of service users.
- 1.3 To safeguard and promote the welfare of children and vulnerable young people at all times by adhering to and working within the 1625ip's safeguarding policies, ensuring all relevant recording, monitoring and reporting processes are followed.
- 1.4 To assist the project team to maximise each young person's income.
- 1.5 To work with young people so that they are encouraged and motivated to meaningfully occupy their time; helping to co-ordinate activities on site, liaising with internal and external colleagues and supporting young people seeking to access education, training and employment.
- 1.6 To promote service user participation and involvement within and outside of the organisation.
- 1.7 To liaise with internal and external agencies, as required.

2. Housing management

- 2.1 To assist in ensuring the safety and security of the hostel, staff, residents and visitors:

complying with all health and safety legislation and procedures, seeking guidance from colleagues and management where required.

- 2.2 To co-manage the health and safety of the hostel, using monitoring and recording tools provided, as directed by the project managers.
- 2.3 To liaise with the hostel's management team and external agencies to work towards ensuring full occupancy at all times, including updating the occupancy charts.
- 2.4 To undertake pre-void and void inspections and assist in the turnaround of void rooms.
- 2.5 In line with policy on emergency allocations, to assess, interview, sign up and induct young people to the projects.
- 2.6 To support the project team to maximise income through the collection of charges from residents.
- 2.7 To support the aims of the organisation's Environmental Management Systems, including reducing energy use, waste and other relevant areas, as directed by the management team.

3. Maintenance and services

- 3.1 To undertake cleaning tasks as directed, to ensure that service user rooms, communal and staff areas are safe and clean.
- 3.2 To undertake laundry duties, as directed, to ensure that bedding, clothing and staff equipment is safe and clean.
- 3.3 To proactively report and / or remedy defects (where appropriate) in the buildings, furniture and equipment following relevant policies and procedures.
- 3.4 To contribute to the management of cleaning, stationery, first aid and other products, as directed.

4. Other organisational and general responsibilities

- 4.1 To adopt, in all aspects of the role, the organisation's psychologically informed framework.
- 4.2 To carry out day-to-day administration functions to ensure that all records and files are maintained and stored securely in line with the Data Protection legislation.
- 4.3 To manage incoming post, telephone, email correspondence to a high standard and provide a welcoming and inclusive service to all visitors.
- 4.4 To provide a diverse and culturally sensitive service, ensuring that anti-discriminatory practice and equality of opportunity are promoted within all aspects of Independent People's services.

The above list of tasks is not an exclusive one and duties may be varied from time to time, with the job description being subject to review and periodic amendments.



1625 Independent People PERSON SPECIFICATION

Hostel Relief Worker

CRITERIA	ASSESSMENT METHOD	
	Application Form	Interview process
1. Flexible approach and strong commitment to developing young people's independence.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2. Understands the importance of and ability to work within equal opportunities, safeguarding and confidentiality guidelines.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3. Empathy with the cause of homelessness amongst young people and the barriers they face	<input checked="" type="checkbox"/>	<input type="checkbox"/>
4. Ability to provide high quality support whilst managing challenging situations	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5. Ability to establish and maintain professional boundaries and effective working relationships with young people	<input type="checkbox"/>	<input checked="" type="checkbox"/>
6. An understanding of risk management procedures in a hostel setting	<input type="checkbox"/>	<input checked="" type="checkbox"/>
7. Awareness of and ability to undertake effective housing management responsibilities including health and safety checks and void work in a hostel setting	<input type="checkbox"/>	<input checked="" type="checkbox"/>
8. Awareness of health and safety issues in a hostel setting and how this affects you, young people, colleagues and other stakeholders	<input checked="" type="checkbox"/>	<input type="checkbox"/>
9. Sound administrative and record keeping skills with a working knowledge of common IT packages and software	<input checked="" type="checkbox"/>	<input type="checkbox"/>
10. Ability to communicate on different levels and clearly, both orally and in writing	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
11. Ability to respond to shift offers at relatively short notice.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
12. A team player willing to pitch in to get the job done with a good understanding of the principles of effective teamwork.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Desirable qualities:		
1. Experience of working in supported accommodation or a support role with vulnerable people	<input checked="" type="checkbox"/>	<input type="checkbox"/>

2. Working knowledge of the welfare benefits system for young people and the rights of homeless young people and care leavers.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3. An understanding of Psychologically Informed Environments and how they apply to high support services.	<input checked="" type="checkbox"/>	<input type="checkbox"/>