

**JOB DESCRIPTION: BANK SUPPORT WORKER (INCL. PERIPATETIC BANK SUPPORT WORKER)**

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|  | **Post:** | **Bank Support Worker (incl. Peripatetic)** | |
|  | **Hours:** | Zero hours as required.  Can include day shifts and sleep-in shifts. | |
|  | **Salary:** | *Loft House, Lucas Project, Project Front Door:*  Hourly rate - £11.44  Sleeps - £158.10 | *Redds Place:*  Hourly rate - £12.00  Sleeps - £164.16 |
|  | **Place of Work:** | Bolton, Greater Manchester | |
|  | **Reports to:** | Project Manager | |

**Our Vision:**

Backup North West believe no young person should experience homelessness. For the young people that do, Backup aims to be an outstanding provider of high quality, holistic housing and support services.

**Purpose:**

* To provide high quality 24 hour supported accommodation for homeless young people aged 16-25 years.
* To enable independent living, while offering a safe environment to live and learn.
* To enable an introduction to independent living, while offering a safe environment to live and learn. To prevent homelessness and reduce risk.

*This may include young people leaving care, and those with issues connected to high risks to themselves. (Risks of exploitation, self-harm and risk taking behaviours.)*

**Works with:**

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| *Externally:* | Local Authorities, Landlords / property owners, Benefits Agency, Housing Benefit, Maintenance Departments, Police, partner and potential partner voluntary agencies offering complimentary services, young people aged 16-25 years. |
| *Internally:* | Project Manager, Senior Managers, Business Support Team, other BACKUP schemes and teams and colleagues. |

**Our Values: Cheerrs !**

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| * *Commitment* | * *Honesty* | * *Empathy* | * *Empowerment* |
| * *Respect* | * *Resilience* | * *Support* |  |

**Key Responsibilities**

**Provide Comprehensive, Efficient & Effective Service Provision:**

* Develop effective and professional working relationships internally and externally promoting a positive image of the service and of BACKUP North West
* Conduct viewings and sign-up of young people including clear explanation of Backup expectations and agreements.
* Complete housing benefits claim and records.
* Engage each young person in a personal support plan that includes: daily routines, managing the tenancy, budgeting and specific issues relating to the individual young person in line with an assessment of needs and risk.
* Enforce any local scheme expectations in line with policy and procedure
* Encourage young person**[[1]](#footnote-1)** engagement, participation and involvement
* Liaise with emergency services (where necessary)
* Produce accurate incident reports
* Ensure the support service is young person focussed and complies with Backup North West policies and procedures, statutory/regulatory requirements and Supporting People contracts
* Ensure the service meets the best practice standards required under any management agreements and partner Registered Housing Providers (RPs)
* Review and update all case notes, young person’s files, service risk alerts/assessments, food hygiene, health & safety logs
* Produce correspondence/reports/ minutes accurately and timely
* Engage with young people to promote independent living and service user engagement
* Provide one-to-one and group support to young people

**Provide Staff Support:**

* Undertake handovers with colleagues following end of shift, with update on any actions/issues
* Comply with all BACKUP North West policies and procedures
* Accurate reporting of statistics on use of service as required

**Flexibility**

* Provide training, assistance and adequate cover for colleagues as necessary
* Provide cover for team members and the team as requested
* Other duties broadly consistent with the job description and level of the post as requested
* Be flexible in approach to work in order to meet the needs of users

**Policies & Legislation**

* Adhere to all BACKUP systems, policies and procedures
* Take personal responsibility for the Health, Safety & Welfare of the working environment, escalating issues to responsible person were necessary
* Actively follow Health & safety Policy, procedures and safe systems of work
* Comply with Equality, Inclusion and Diversity policies and regulation.
* Report any issues linked to safeguarding vulnerable adults and/or children.
* Uphold safe and efficient working policies and practices, undertake supervision and training as requested.

**Person Specification**

**The following requirements will be assessed by what has been written on the Application Form (only those meeting all of the Essential Requirements will be invited to interview:**

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| **Requirement** | **How will we assess this - Application Form (A), Test (T) or Interview (I) ?** | | **Is this:** | |
| **Education / Qualifications** | **Essential ?** | **Desirable ?** |
| Minimum of 2 GCSE qualifications A –C (9 – 4) in Maths and English, *or equivalent* | A | | √ |  |
| Appointed first aid certificate or equivalent | A | |  | √ |
| Safe Manual Handling certificate | A | |  | √ |
| Food Hygiene Qualification | A | |  | √ |
| Enhanced DBS check | An Enhanced DBS Check is needed for this role - this will be carried out by BACKUP before appointment. | | | |
| **Knowledge / Work Experience / Skills** | **How will we assess this - Application Form (A), Test (T) or Interview (I) ?** | | **Essential ?** | **Desirable ?** |
| Minimum of 1 years’ experience of working within a similar setting OR a social care setting (full time equivalent) | | A | √ |  |
| Experience of enabling change and managing positive outcomes for young people | | A | √ |  |
| Knowledge of equal opportunities and anti-discriminatory practice | | A | √ |  |
| Experience working directly with young, disadvantaged or vulnerable young people | | A | √ |  |
| Knowledge of the causes and effects of homelessness | | A | √ |  |
| **Knowledge / Work Experience / Skills contd.,** | **How will we assess this - Application Form (A), Test (T) or Interview (I) ?** | | **Essential ?** | **Desirable ?** |
| Knowledge of welfare benefits and housing benefits | | A |  | √ |
| Excellent written and verbal communication skills | | A | √ |  |
| **Personal Skills / Attributes** | | **How will we assess this - Application Form (A), Test (T) or Interview (I) ?** | **Essential ?** | **Desirable ?** |
| Able to work under pressure and to tight deadlines | | A | √ |  |
| Reacts to changes well, inclined to respond quickly and resourcefully | | A | √ |  |
| Willing to participate in in-service training and attend meetings outside normal working hours | | A | √ |  |
| Ability to mediate and diffuse challenging situations | | A | √ |  |
| Commitment to the charity ethos and its values. This includes being willing to promote the charitable activities (fundraising and promotional opportunities.) | | A | √ |  |

**Person Specification**

**The following requirements will be assessed at interview:**

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| **Requirement** | **How will we assess this - Application Form (A), Test (T) or Interview (I) ?** | | **Is this:** | |
| **Knowledge / Work Experience / Skills** | **Essential ?** | **Desirable ?** |
| Knowledge of health & safety issues at work | | I | √ |  |
| Knowledge & awareness of safeguarding | | I | √ |  |
| Ability to work on own initiative | | I | √ |  |
| Effective Team player | | I | √ |  |
| Knowledge of cash handling, financial recording, budgeting | | I | √ |  |
| Ability to undertake cleaning and domestic duties | | I | √ |  |
| **Personal Skills / Attributes** | | **How will we assess this - Application Form (A), Test (T) or Interview (I) ?** | **Essential ?** | **Desirable ?** |
| Active commitment to helping young people (age 16-25 years) | | I | √ |  |
| Demonstrate high levels of integrity, can do attitude & practical approach | | I | √ |  |
| Excellent interpersonal skills, in particular ability to develop relationship of trust with young people | | I | √ |  |
| Ability to encourage and develop participation by young people | | I | √ |  |
| Enthusiastic, caring & non- judgemental approach | | I | √ |  |
| Effective time management | | I | √ |  |

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| **Personal Skills / Attributes contd.,** | **How will we assess this - Application Form (A), Test (T) or Interview (I) ?** | **Essential ?** | **Desirable ?** |
| Ability to communicate at all levels and gain rapport with others quickly and easily | I | √ |  |
| A calm, professional and methodical approach in crisis situations | I | √ |  |
| Able to make decisions | I & T | √ |  |
| Able to adapt to a fast paced, changing environment, demonstrating an adaptable and flexible approach to circumstances | I | √ |  |
| Willing to work occasional weekends, evening and public holidays as necessary | I | √ |  |

**Person Specification**

**The following requirements will be assessed by practical tests on the day of the interview:**

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| **Requirement** | **How will we assess this - Application Form (A), Test (T) or Interview (I) ?** | | **Is this:** | |
| **Knowledge / Work Experience / Skills** | **Essential ?** | **Desirable ?** |
| Excellent IT Skills incl. Outlook, Word, PowerPoint, Excel & Access & Use of SASSHA rent, referral, resident & property database | | T | √ |  |
| Numeracy skills | | T | √ |  |
| Strong organisational and planning skills, able to prioritise | | T | √ |  |
| **Personal Skills / Attributes** | | **How will we assess this - Application Form (A), Test (T) or Interview (I) ?** | **Essential ?** | **Desirable ?** |
| Able to make decisions | | I & T | √ |  |

Review

The details contained in this Job Description reflect the content of the job at the time it was prepared. However, it is inevitable that over time the nature of individual jobs will change; existing duties may be lost and other duties gained without changing the general character of the duties or the level of responsibility entailed. Consequently, the Trustee Board will expect to revise this Job Description from time to time and will consult with the post holder at the appropriate time.

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| Name: |  | Signed: |  | Date: |  |

1. BACKUP uses the term “*young people*” to refer to the people who need to use its services; as opposed to service users, customers or clients [↑](#footnote-ref-1)