

Job Description

Job Title: Monmouthshire Youth Outreach Support Worker

Responsible To: Projects Manager

Location: Across Monmouthshire

Purpose of Job: To support vulnerable young people (16-24) across Monmouthshire who have housing related support needs, including those who require support to establish and maintain a tenancy and those who are homeless and/or NEET.

Main Duties:

Service Delivery

1. Support people aged 16-24 across Monmouthshire who are affected by homelessness and struggling to find, secure or maintain appropriate accommodation
2. Undertake assessments of need in accordance with the support assessment procedure and as directed by the Projects Manager.
3. Undertake risk assessments and risk management plans, including safety planning in accordance with Llamau policy and procedure.
4. Work within a multi-agency Hub in Newport, with travel across Monmouthshire (Home working can also be a regular option)
5. Liaise with colleagues to provide timely, appropriate support.
6. Work within the Housing Support Grant framework, liaising with staff as required for case management and allocation.
7. Deliver support and assistance to each person in accordance with the ethos, values and policies of Llamau.
8. Ensure that all appropriate actions are taken to prevent unnecessary tenancy/accommodation breakdown.
9. Ensure that all support notes are recorded appropriately as per Llamau policy. This is predominantly achieved through effective use of Monmouthshire CC and Llamau case management systems – Locata and Pan Connect, respectively
10. Ensure that each person builds and sustains an informal community support network that can enable that person to live successfully within their community.

11. Ensure effective liaison with relevant agencies that may be working with the individual, e.g. Social Services, Police etc. and ensure appropriate referrals are made to specialist or statutory agencies.
12. To be part of the tiered on-call rota that Llamau operate.
13. Ensure that accurate monitoring is completed for each individual supported.
14. Ensure case management systems are kept up to date at all times.
15. Undertake specific key working duties for young people with a range of support needs, including access to / attendance at training, employment and education, offending behaviour, substance misuse, independent living skills etc. There may initially be a need to accompany a young person to appointments to ensure their attendance; as such flexibility with regards working hours is required.
16. Support young people to successfully access a range of local statutory and voluntary agencies, ensuring that their needs are being met appropriately.
17. Develop good working relationships with relevant local voluntary and statutory agencies.
18. Support Llamau's Senior Management and MarComms team to develop long term funding strategies for the project and support young people to access funds that will enhance their accommodation and support outcomes
19. Engage young people in positive activities in order that they benefit from and enjoy opportunities on offer locally and regionally

Working As Part of a Team

1. Participate in regular cross-over meetings with other Support colleagues and wider Llamau colleagues
2. Participate in regular supervision and support and undertake training as identified or requested.
3. Participate in full team meetings as appropriate.
4. Participate in Llamau's tiered on call rota.
5. Take responsibility for personal development by actively engaging in events, training, meetings etc that seek to develop or promote the ethos of Llamau

General Duties

1. To keep updated and familiar with relevant social legislation and welfare rights.
2. To positively promote and represent the interests of Llamau to the people receiving support, partners and neighbours and to always conduct yourself in line with the Code of Conduct.
3. Comply with all Llamau's policies and procedures including all the Operational Policies for the service in which you are working, including the lone working policy.

4. To actively engage in personal development opportunities within the organisation, and externally.
5. To familiarise yourself with all Health and Safety guidelines provided and help ensure that Health and Safety at Work Regulations are adhered to.
6. Any other duties as reasonably requested

Person Specification

ESSENTIAL	
Experience	<ul style="list-style-type: none"> • At least 1 years' experience of working with individuals/young people experiencing homelessness, or in a related support setting • Knowledge of the principles and ability to facilitate assessment of need, risk, support plans in partnership with individuals receiving support. • Experience of partnership working.
Skills	<ul style="list-style-type: none"> ▪ Ability to build and sustain positive relationships with vulnerable people ▪ Engaging individuals in creating and sustaining their own support plan ▪ Ability to work in partnership with statutory and non-statutory services to provide a holistic support plan ▪ Ability to assess and respond to static and dynamic risks, ensuring robust risk management plans are in place for individuals ▪ Ability to liaise successfully with a variety of other agencies, both statutory and voluntary. ▪ Ability to work constructively as part of a team and collaboratively throughout the organisation ▪ Excellent written and verbal communication skills ▪ Computer skills, including use of database systems, MS Word and Outlook (e-mails) ▪ To organise and prioritise work
Personal Qualities	<ul style="list-style-type: none"> ▪ To work on own initiative and under pressure ▪ To communicate appropriately and in a non-judgemental way with individuals and families ▪ Professional approach and attitude which includes a strong sense of professional boundaries
Other	<p>Understanding of and commitment to:</p> <ul style="list-style-type: none"> ▪ the principles of Equal Opportunities ▪ the principles of a psychologically informed environment ▪ the principles of confidentiality ▪ work within the ethos of Llamau and it's policies and procedures. ▪ work within Health & Safety at Work regulations. ▪ Full driving licence and access to a vehicle

DESIRABLE	
Education	<ul style="list-style-type: none"> • Educated to A-Level / GCSE standard, or equivalent.
Experience	<ul style="list-style-type: none"> • Working within a Psychologically informed framework • Supporting people into work, training or education
Skills	<ul style="list-style-type: none"> • Experience of working with individuals within a community setting • Experience of successfully liaising with a variety of agencies. For this post it will include Social Services, Police, Housing, DWP, Voluntary Organisations, Health Professionals etc • Experience of case management systems and IT
Personal Qualities	<ul style="list-style-type: none"> • Ability to speak Welsh
Other	<ul style="list-style-type: none"> • Knowledge of the management of situations that may lead to violence or aggression.