

JOB DESCRIPTION

Job Title: Supported Lodgings/Referral Worker

Salary: £22,068.75 (FTE)- £17,655.00 (Actual per annum)

Hours of work: Part-time position 28hrs per weekly Monday-Friday

Contract type: Permanent

- A full review of this newly defined role will be conducted before December 2023 – all duties are subject to change

Responsible to: Operations Manager

Accountable to: Open Homes Board of Trustees

Job purpose: The Open Homes Supported Lodgings/Referral Worker will be responsible for all key processes that impact the Young People who receive the key services of the charity.

Outline of the Post:

Open Homes Nottingham is a Christian-based charity dedicated to providing safe and welcoming accommodation and support to homeless 16-25 year olds. We aim to connect with homeless young people by meeting their immediate needs, and then to empower them to reach their full potential through offering longer-term accommodation and support.

The Supported Lodgings/Referrals Worker will work closely with staff and volunteers as they interact with the young people we serve, becoming familiar with all young people who receive our services, understanding the specific needs of each young person, and helping to match them to the varying services available within the charity – connecting young people where possible with the most appropriate volunteers and signposting to relevant services.

Duties will include, assessing young people for longer-term placements, creating and implementing support plans with young people, support visits with both hosts and young people, liaising with referral agencies, covering referrals, being on the on-call rota, and achievement of target outcomes. In all duties, the worker will need to ensure that they comply with safeguarding, legislation and best practice, and that the project retains its distinct Christian ethos.

As with all roles within a small organisation, the Supported Lodgings/Referral Worker will need to work collaboratively with the staff team and with volunteers, and with great flexibility, being supportive of other colleagues, and being willing to perform tasks that may be outside the remit of this Job Description, for the sake of the successful running of the charity, and to serve its objectives.

Main duties and responsibilities:

1. To connect with all young people who receive the core services of Open Homes, ensuring that they are known, that their needs are met wherever

possible, that they have a good experience with the charity, and that they benefit from their encounter with Open Homes;

2. Provide ongoing support to young people on Supported Lodgings. Through visits and continual assessment, develop comprehensive support plans based on client needs. Make referrals to specialist organisations and services as needed and ensure the young person maintains engagement with those organisations / services.

3. To process referrals made to Open Homes Nottingham for young people, this will involve risk assessments and liaising with external agencies, together with ascertaining suitability for Supported Lodgings placements. To place young people as appropriate with host families and organise the logistics of their stay.

4. Ensure that individual stories of young people are captured and sensitively used (with permission), to help the charity tell the ongoing story of the benefit that we're aiming to deliver to young people, and also to help us with continual learning regarding our services;

5. Ensure the processes regarding referrals and assessment of the young people are consistently applied by the referral agencies, and also as we review daily refreshing placements, and continually review the processes to ensure they maintain effectiveness and efficiency;

6. Connect the young people with the appropriate volunteers ensuring the needs of the young person are a good match with what the volunteers can offer;

7. Conduct exit interviews with each young person to gather feedback when they complete their use of our services;

8. Work closely with all chaperones (once we establish a chaperone service) to ensure a coordinated and beneficial interaction between the young person, staff members, chaperone and host;

9. To undertake thorough and detailed record-keeping in relation to young people, using various documents, spreadsheets and databases.

10. To support the Project Lead to build and maintain excellent working relationships with external agencies, churches and other voluntary organisations as required.

11. To provide other generalised administrative support to the project as required and contribute your own initiative, creativity and ideas to the Operations Manager, to help the scheme reach its full potential and provide an outstanding service.

12. To carry out all work in accordance with Open Homes Nottingham's policies and procedures, actively supporting its Christian ethos, and engaging in all relevant support, development and supervision systems;

Categories	Criteria	Essential / Desirable
Experience and Knowledge	<p>Experience of assessing and supporting people one-to-one</p> <p>Experience of recruiting and managing volunteers</p> <p>Administration skills, including excellent telephone manner, strong IT skills, strong personal organisational skills and thorough attention to detail</p> <p>Practical experience of teaching independent living skills</p> <p>Understanding of issues surrounding housing and homelessness, particularly as they affect young people</p> <p>Working with and advocating for young people</p> <p>Safeguarding, recording and reporting where necessary</p>	<p>E</p> <p>D</p> <p>E</p> <p>D</p> <p>D</p> <p>D</p> <p>E</p>
Character and Attitude	<p>Ability to work under pressure and using own initiative</p> <p>A non-judgmental attitude</p> <p>The ability to relate well to others</p> <p>Able to work effectively as part of a team</p> <p>Commitment to continuous training</p> <p>Willingness to work within the Christian ethos of the project</p> <p>Strong interest in the prevention of youth homelessness</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
Skills and Abilities	<p>Ability to plan, analyse and co-ordinate a varied workload</p> <p>Good IT and numeracy skills including MS Office</p> <p>Excellent communication skills both verbal and written</p> <p>Excellent time management and proven ability to meet deadlines and targets</p> <p>Confidence to communicate, liaise and negotiate with a range of agencies, local authorities and other organisations</p> <p>Ability to communicate well with young people whilst maintaining professional boundaries – to be encouraging but also confident to use disciplinary procedures effectively where needed</p> <p>Ability to motivate young people to encourage independence and increase their strengths and skills-base</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>

	Ability to safely and effectively resolve crisis situations	E
	Ability to work with and support volunteers, having an understanding of their needs	E
Other	Ability to work flexible hours, to include some evening work and possibly occasional weekend work	E
	Willingness to be part of the on-call rota system (via telephone)	E
	Have own transport and be able to travel between sites, to include transporting young people to placements as required/available	D
	Experience of using social media platforms to raise the profile of the charity and recruit volunteers	D