



Job Description for Resettlement Worker

Job Purpose

To provide an accommodation based resettlement service to help, guide and assist young people in developing the skills needed to move onto their permanent and independent living accommodation in the community, through an outcome based Resettlement Passport model.

Job Responsibilities and duties

- To maintain accurate and up to date paperwork as well as electronic files according to agreed policies.
- To, at all times offer a friendly, professional and positive response to young people receiving a service, as well as to all enquires in general.
- Meet with their designated supervisor for supervision and give priority to supervision sessions.
- Work effectively on your own, using your own initiative.
- To be aware of and comply with all Homescope management policies and procedures.
- To contribute to the smooth running of the team by taking part in team duties and organisational and administrative systems as required.
- To work as part of a team, to ensure that the organisation meets, as effectively and efficiently as possible, the needs of the Young People. (within the terms of Semi-Independent Provision)
- To ensure a positive profile for the organisation in it's dealings with the public, service users and external agencies (e.g. Social Services).
- On a day to day basis, balance competing priorities and manage the issues surrounding young people using a practical, common sense approach, with guidance from management and the designated Supervisor.
- Ensure that the needs of young people are met within the scope of the elements of service provision for semi-independent tenancies
- To attend staff meetings, training days, reviews for young people and other appropriate meetings.
- Keep regular and accurate paperwork and electronic records on all young people.
- To carry out specified tasks that may arise from time to time within the office or within the young person's home
- To liaise with other agencies and professionals as required.

- To assist young people to make the maximum and most appropriate use of community resources available in relation to their individual needs.
- To act as an advocate to Young People providing advice, support and guidance as appropriate.

Additional Requirements

- To undertake other duties and other responsibilities required from time to time, commensurate with the post.
- To ensure equality of opportunity is afforded to all persons both internal and external to Homescop, actively seeking to eliminate any direct or indirect discriminatory practices/behaviour.
- Attend training courses as required.
- To maintain a flexible approach to meeting the needs of young people.

Performance Indicators for Support Workers.

Report writing/Recording

- Complete Forms and reports such as; Incident Reports, Resettlement Working Reports, Daily Recording, Complete Health and Safety checklists in legible, concise form. These should have reasonable spelling and conform to requirements laid down in Homescop Policies and Procedures. This applies to e-mails faxes and other forms of written communication. All reports etc, should be factual and timely.
- Where opinion is stated, it should be clearly identified as such and the basis of that opinion stated including the authors status, signature and dated.
- Quality will be assessed during observations, supervision, inspections, file audits and at appraisal.
- Note! Homescop semi-independent houses will be working towards a paperless system. This however still requires the competencies listed above to be met.

Safe working

- Has read and can demonstrate an understanding of the Lone Working Policy.
- Understands the role of recording in safe working.
- Demonstrates in supervision, Resettlement working sheets and daily recording the need for safe practice.
- Has completed induction understands and demonstrates through practice, the concepts of confidentiality, professional boundaries and anti- discrimination.
- In relation to the young people, is able to identify when an issue becomes a safeguarding issue, can recognise what priority/urgency to attach to that issue and the process for dealing with a safeguarding issue.

Supervision (as supervisees)/Self development

- Understands from Induction the purposes and expectations of supervision .
- Attends all supervision sessions arranged in a twelve month period.

- Evidences that they plan for and participate in, supervision.
- Attends mandatory and other selected training and helps their supervisor to identify through supervision and appraisal, gaps in knowledge and skills.
- Is prepared where appropriate prepared to carry out some self-development/learning, in own time.
- Note! Supervision will be closely monitored by management.

Good Communicator

- Can communicate with young people in an age appropriate way with respect and sincerity so that young people want to talk with and listen to her him.
- Understands when and how to be empathetic,
- Keeps his/her manager/Supervisor, informed of relevant information in a timely manner.
- Attends planning, review and other meetings either with, or on behalf of young people in tenancies as required. Note although where possible the Supervisor or a manager will attend formal meetings or there may be occasions where you may be asked to attend on their behalf. Often these meetings occur in the house.
- When attending meetings, prepares for such meeting bringing adequate information/reports to the meeting and relays that information to the appropriate meeting in a clear manner.
- When attending meetings of all types, will always bring pen and paper to make notes.
- Is aware of the bounds of their authority at meetings and is mindful of confidentiality within the context of whatever meeting being attended.
- Discusses the meeting before hand with the young person, ensuring that the young person's views are represented.
- Where the views of a young person differ from those of Homescope's, then this is clearly explained in a non-repressive way.
- Ensures that the outcomes of meetings are recorded, shared with managers/colleagues and filed on the young person's file where appropriate.
- Being able to distinguish between those decisions that require an immediate answer and those that will wait for supervision or other appropriate meeting.
- Understands the organizational structure and is aware who the appropriate people are in Homescope to give decisions about different issues.
- In relation to other agencies, knows the names of significant people in their young person's/people's life/case, to be approached for answers to different issues.
- Conducts conversations in a clear proper manner. This applies to face to face conversations as well as on the telephone.

Health & Safety

- Takes responsibility for own Health and Safety as far as is appropriate.
- Understands the basis of Health and Safety Policies, knowing where to locate them for specific advice and demonstrates the correct use of them in their practice.
- Identifies, reports Hazards within the home in a timely manner and ensures that repairs/hazards are remedied, bringing them to the attention of the Head Office if necessary,

Effective Team Member (*house team and larger Homescop team*)

- Attends and participates positively in House meetings.
- Is flexible in assisting and supporting colleagues.
- Represents Homescop at all times in a positive and professional way.
- Shares good Practice with colleagues.
- Supports colleagues who might be vulnerable, stressed, or who might be less experienced.

Resource Management (*including self-time management and resources allocated to Group Homes i.e., heating money, food etc*)

- Uses own time whilst on duty in an imaginative efficient way so that at times when the young person is present they involve them in their planned resettlement outcomes and the day to day running of the home.
- When young people are not present in the home, uses the time constructively for maintenance, house improvements, planning or resource gathering.
- Along with other staff and young people keep fuel bills to a realistic level.
- Where travelling is required, plans journeys, to keep travelling costs to a minimum.

Basic Skills - such as cooking, cleaning & Homemaking – As part of a resettlement package

- Ensures that the house and surrounding garden/courtyards are kept clean, tidy and homely.
- In line with resettlement packages advises young people nutritious meals that are within their budget.
- To be able to cook simple nutritious meals
- Each member of House staff to have an additional skill that contributes to the overall skills of that staff group.

Anti-Discrimination

- Has read the anti-discrimination Policy and can demonstrate in practice that they understand it's application.
- Within the scope of their authority, challenges discrimination and where this is outside their authority, brings it to the Directors attention.

Engaging Young People

- Demonstrate in practice, supervision, key working sessions and Resettlement Passport evidence and Inspections, an ability to positively engage with young people who are resistant to change.

Advocacy

- Can explain what the role of an advocate is.
- Understands how to consult appropriately with young people and represent their interest/views.
- Understands the difference between young people's wishes/desires and their needs. Can rationalize these with young people.
- Understands the difference between meeting their own needs and that of young people in a given situation.