



St Basils

Lead Worker - Birmingham

Applicant Information Pack

Closing Date: Friday 29th November 2019

Interview Date: TBC



St Basils
Psychologically
Informed
Environments





Our Mission

St Basils *works* with young people to:

- Enable them to find and keep a home
- Develop their confidence, skills and opportunities
- Prevent youth homelessness

Our Vision

Our vision for all young people is that:

- Homelessness is not part of their experience of growing up
- There are integrated education, employment and housing pathways
- They are able to access the support and development opportunities they need to secure their futures and realise their potential

Our vision for St Basils is that:

- By 2022 we will be the leading provider of accommodation, support and psychologically informed services for young people across the West Midlands.
- Our service developments will include:
 - Increasing our bed spaces outside Birmingham and growing our services in new areas
 - a nationally renowned centre of excellence for young people with complex needs
 - extending our service offer to Care Leavers
 - additional Live and Work schemes for young people engaged in education, training and work
- We will be the national lead for:
 - Psychologically informed consultancy, training and reflective practice services
 - Youth Voice engagement and support

ABOUT US

St Basils works with young people aged 16–25 who are homeless or at risk of homelessness, helping over 5000 young people per year across the West Midlands region with specific services in Birmingham, Sandwell, Solihull, Walsall, Warwickshire, Worcestershire, the Wyre Forest and Coventry.

Every year over 1200 young people are housed in our 33 supported accommodation schemes, which for some young people includes their young children as well. We have a range of prevention, accommodation and support services to help young people regain the stability they need to rebuild their lives, gain skills, training and employment and move on. The aim is to help them successfully break the 'cycle of homelessness' so that they can go on to experience a bright, fulfilling future and never return to a state where they are at risk of homelessness again.

St Basils also works with young people and partners on a national basis (funded separately). We facilitate the National Youth Reference Group and the Youth Homeless Parliament, we are part of the national End Youth Homelessness Alliance and we are working to roll out our 'Positive Pathway' model nationwide.

HERE ARE THE LATEST STATS ON OUR SERVICES:

During April 2017 - March 2018:

4570

young people were provided with advice and support services

89%

prevented from being homeless

1577

were housed by St Basils. 91% moved on in planned positive way

187

young people and their families were supported by our family mediation service which aims to prevent youth homelessness; 82% of those young people were able to return to or remain in the family home as a result

99%

of young people surveyed said they were satisfied with St Basils' Landlord Services

98%

surveyed said they were satisfied with our support services

"You often hear the phrase that Birmingham is Britain's second city but in my view we should be proud of the fact you are Britain's first city when it comes to care for vulnerable homeless young people". "No-one else is doing it as well as St Basils." – HRH The Duke of Cambridge

On behalf of St Basils, may I take this opportunity to thank you for your interest in working with us.

You are looking to join us at a very exciting time in our development - St Basils has grown and developed services in response to ever changing needs and a better understanding of what works. This is a continuing dynamic process and we are the largest organisation of our kind. Our focus is on young people and our first principle is 'young people first', closely followed by 'everybody counts'. Each of us is expected to live up to those and our five other key principles and to make our contribution in delivering and improving our services.



Here at St Basils, we are a multi-talented, diverse team. We are proud of our diversity and are keen to nurture our broad range of skills and talents within a framework of principles, which will inform our judgments. We have expectations and hopes that if you are successful, you will give of your best and commit to continuous improvement for yourself and the agency. In return, we will do our best to provide a fair and developmental working environment.

We want to ensure that if you are successful, you settle into St Basils and your new role as quickly as possible - you will have a specific and important part to play in ensuring that the agency achieves its business goals. You will be joining an organisation with a real opportunity to make a difference to the lives of our young people!

I hope that you find this information pack informative and helpful throughout the application process.

Yours Sincerely,

Mrs Jean Templeton
Chief Executive - St Basils

ABOUT THE ROLE - *Lead Worker*

This position will form part of a Birmingham based Lead Worker service, providing support to vulnerable adults who require regular help with managing their lives and wellbeing. The Lead Worker will offer early targeted support for vulnerable adults in their home to avoid heading into crisis or worsening health and wellbeing. The role will provide practical quality support to help improve resilience and maintain independence.

The Lead Worker will retain ownership and advocacy where other/multiple agencies and providers become involved in supporting individuals ensuring that they can access services and receive appropriate support from others.

The Lead Worker will provide a menu of on-going personalised support in order to assist individuals to sustain accommodation and improve health and wellbeing outcomes. The Lead worker will co-ordinate interventions delivered by other agencies to ensure that the right support is offered at the right time by others.

The Lead Worker will be that vital link between the client and other appropriate services, both statutory and non-statutory, acting as advocate, unblocking barriers and facilitating access into appropriate services.

St Basils will appoint a dedicated Lead Worker for clients who will provide all engagement, support and advocacy to the appointed individual and on an individual basis. If the client moves accommodation the allocated worker should follow.

The Lead Worker will provide mediation support to build and maintain links with family and other support networks, to ensure the young person does not become socially isolated.

JOB DESCRIPTION AND PERSON SPECIFICATION - *Lead Worker*

JOB TITLE	Lead Worker
REPORTS TO	Lead Worker Team Leader
HOURS	37.5 Hours Per Week (Full Time)
SALARY	Scale 5 £19,757 - £21,669 per annum, pro rata
BASED FROM	TBC (Various Locations)

PURPOSE OF THE ROLE

- Provide flexible person centred support and settlement assistance to identified clients.
- Ensure that support is delivered in response to the client's needs and allows them to maintain accommodation and improve health and wellbeing outcomes.
- Provide support which will assist clients to navigate and gain access to appropriate services, including but not limited to health care, substance misuse, education and/or support to gain employment.

PRIMARY RESPONSIBILITIES

MAIN DUTIES

- To undertake holistic risk and needs assessments within the community on an outreach basis.
- To develop support and risk management plans using appropriate assessment tools, such as the Outcome Star.
- To ensure a non-judgmental, person – centred approach is undertaken at all times, utilising a variety of approaches to promote engagement.
- To work with young people with complex and multiple needs to help them to sustain tenancies and manage their lives better.
- To support and encourage young people to engage with learning skills, apprenticeships, traineeships and volunteering opportunities.
- To support and encourage young people to develop positive family and other support networks.
- To mediate between young people and family/friends to develop positive relationships and increase support networks.
- To assist young people to identify and take up settled accommodation and to continue to provide ongoing support to them.
- To work with young people and employers to achieve and maintain employment.
- To be available to young people for regular support sessions and to respond to crisis.
- To take responsibility for safeguarding the welfare of young people.
- To promote and facilitate the participation of young people in their individual support plans and in the management of the service.

	<ul style="list-style-type: none"> • To facilitate young people's access to and take up of both statutory and non-statutory support services, including but not limited to, health, mental-health, and substance misuse services. • To be the vital link between the client and other appropriate services ensuring a co-ordinated response. • To advocate on behalf of young people on issues such as, benefits, housing rights etc. • To support young people to understand their rights and responsibilities. • To ensure benefit claims are made and maintained in order to maximise young people's income, provide support with budgeting, debt advice and complete applications for small grants. • To assist young people to improve their life skills through practical support, such as assisting with shopping and cooking healthy meals on a budget. • To scope out local existing and new services and to support young people to make links with the local community. • To organise and accompany young people to appointments as appropriate. • To maintain accurate records e.g. support plans, day to day records and outcomes. • To work independently managing a caseload, prioritising workloads and managing risk. • To work as part of a team, providing cover for colleagues as required by the line manager. • To assist in the induction of new staff, to supervise and support volunteers, trainees and students, as required by line manager.
GENERAL	<ul style="list-style-type: none"> • To be responsible for the health, safety and welfare of yourself and others at work. • The post holder must take responsibility for their own self development and ensure that the knowledge and information they use in their job is current and relevant. • St Basils is dependent upon its ability to raise funds in order to sustain and develop its work with young people. Therefore, all employees are expected to support the work of the Fundraising Department and, wherever possible, be involved in Fundraising Events.
ESSENTIAL RECORD KEEPING	<ul style="list-style-type: none"> • To provide timely and accurate information to funders and partners as required by the funding contract. • To ensure that timely and accurate information is provided to Head Office, for example, on the number of hours of support provided. • To ensure that accurate records are kept in respect of service users, for example, support provided.

HEALTH & SAFETY	<ul style="list-style-type: none"> • Ensure that Health & Safety regulations are met and that Fire regulations, risk assessment and behavior management procedures are adhered to at all time. • To be responsible for the health, safety and welfare of yourself and others at work. To be responsible for your own health and safety whilst at work, and the health and safety of any other employees, volunteers or visitors.
ACTIVELEY CONTRIBUTE TO THE TEAM	<ul style="list-style-type: none"> • Liaise and communicate with other employees and external professionals appropriately.
CONFIDENTIALITY	<ul style="list-style-type: none"> • Confidentiality is of the utmost importance and must be maintained at all times.

PERSON SPECIFICATION - *Lead Worker*

Qualifications	Essential	Desirable
GCSE A-C Grade in Maths and English or equivalent	✓	
NVQ 3 in Advice and Guidance, Health and Social Care or other relevant subject.	✓	
Youth Work or Social Work degree		✓
Role Experience	Essential	Desirable
Experience of working within the following areas: Youth Work, Residential or Social Work, Probation/Criminal justice, Community Work, Education and Training, housing or support work.	✓	
Knowledge	Essential	Desirable
Up to date knowledge of welfare rights and resources	✓	
Up to date knowledge of relevant Acts/legislation i.e. Housing, Homelessness, Childrens and Care Acts		✓
Knowledge of the breadth and complexity of needs young people may face.	✓	
Knowledge of relevant support services available, including but not limited to Mental Health, Social Care, Health, Substance Misuse, CSE and County Lines		✓
Skills	Essential	Desirable
Valid driving licence and car user		✓
Ability to relate to and engage young people with multiple vulnerabilities	✓	
Ability to use initiate and proactively seek out services to meet the needs of young people	✓	
Able to communicate and influence people from a variety of backgrounds and cultures, using appropriate media	✓	
Ability to advocate on behalf of a young person and use mediation skills	✓	
Able to carry out calculations in order to assist young people with budget setting and affordability assessments.		✓
Able to carry out risk and needs assessments and develop robust support plans with young people.	✓	
Able to self-motivate, work on own initiative	✓	
Able to deal with aggressive and confrontational people calmly and quietly, while defusing the situation.	✓	
Ability to building open and transparent relationships with internal and external partners.	✓	
Ability to manage a caseload and capture key outcomes achieved in line with service objectives and outcomes.	✓	
Willingness to working outside of normal office hours as the service demands.	✓	
Motivation	Essential	Desirable
Willingness to learn and develop new skills, open to new ideas and change.	✓	
To have a positive and can do attitude	✓	
Commitment to task and to the ideas of the organisation	✓	
Self-Reliance	✓	
Stress tolerance	✓	
Career ambition		✓

CONDITIONS OF EMPLOYMENT

Wherever you are initially based, it must be recognised that the company reserves the right, giving reasonable notice, to re-locate the post holder, dependent on the requirements of the organisation, at any time. All employees MUST abide by the Terms and Conditions as per their contract and Equal Opportunities & Diversity Policy document.

HOURS OF WORK / LUNCH BREAK:

37.5 per week, which excludes half hour for lunch. Evening / weekend work may be required and will be compensated with time off in Lieu in negotiation with Line Manager.

HOLIDAYS:

28 days per annum, plus 8 Statutory Bank holidays per annum, pro rata

St Basils is dedicated to safeguarding all of our young people, and expects all staff and volunteers to share this dedication. Applicants must be able to undertake a DBS check and provide a satisfactory certificate if offered a role.