



St Basils

Referral and Allocations Worker - Warwickshire South

Applicant Information Pack

Closing Date: Monday 18th 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

JOB DESCRIPTION AND PERSON SPECIFICATION - *Referral and Allocations Worker*

JOB TITLE	Referral and Allocations Worker
REPORTS TO	Youth Services Manager
HOURS	18.75 Hours Per Week (Pert Time)
SALARY	Scale 4 Point 19–21, £17,925- £19,260 per annum pro rata
BASED FROM	Warwickshire South

PURPOSE OF THE ROLE

- To provide an effective, efficient and customer focused referral & allocations service to young people who may be applicants or existing residents.

PRIMARY RESPONSIBILITIES

MAIN DUTIES

- Ensure that performance targets relating to voids and lettings are met and continually improved. Identify and report on trends and performance to line manager as agreed.
- Maintain waiting lists effectively, ensuring that all applications are reviewed periodically.
- Keep applicants informed of their position on waiting lists and provide an easily accessible indication of the likelihood and timeframe of them being offered accommodation.
- Make offers of accommodation in line with policy, procedures and individual agency arrangements.
- Meet or exceed the service standards in connection with the allocations and lettings service, tailored to young peoples needs.
- Regularly review the allocations policy and its publication to ensure that it is widely publicised and accessible to all possible applicants.
- Provide effective and timely housing advice to internal and external customers, including the use of signposting when this is in the best interest of the service user.
- Assist in providing user friendly, customer focused information about the lettings service in a range of formats appropriate to customer needs.
- Contribute to risk assessments on lettings where appropriate and ensure, as far as possible, that balanced communities are achieved.
- Produce reports to agreed timescales for the line manager, Directorate or Committee.
- Assist in the development and review of formal allocation arrangements with relevant partners and monitor them to ensure that agreements are adhered to.
- Ensure that CORE returns are submitted electronically each month.
- Provide external partners and the regulator (TSA) with performance reports in accordance with agreed timescales.
- Ensure that the targets, process and timescales of the Void Management Process are met by working closely with the Property Services Dept, Support Managers and Housing Management staff.
- To work as part of a team providing cover for colleagues as required.

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 dependant 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"> • Ensure young people' s files, reports, support plans and other documents are accurate, kept up to date and that confidentiality is maintained. • Ensure all information relating to services are accurate and up-to-date • Provide appropriate reports, etc., as required by line manager and others. • Follow & promote all policies and procedures at all times
HEALTH & SAFETY	<ul style="list-style-type: none"> • Follow & promote all policies and procedures at all times • Ensure that Health & Safety regulations are met and that Fire regulations, risk assessment and behavior management procedures are adhered to at all times •
CONFIDENTIALITY	<ul style="list-style-type: none"> • Confidentiality is of the utmost importance and must be maintained at all times

PERSON SPECIFICATION - *Referral and Allocations Worker*

Qualifications	Essential	Desirable
English Language and Math' s to GCSE Grade C or above or equivalent qualifications		✓
Role Experience	Essential	Desirable
Minimum 1 years' experience of providing front line services to customers.	✓	
1 years' experience of working in a housing or community based organisation providing supported accommodation.	✓	
Knowledge	Essential	Desirable
An understanding of the issues around selection and allocation procedures. Knowledge of best practice in relation to allocations and the ability to apply it.	✓	
Skills	Essential	Desirable
Able to plan and organise own work.	✓	
Able to prioritise own work, reprioritising where necessary to ensure deadlines are met.	✓	
Able to carry out calculations and understand budgets.	✓	
Able to motivate and lead a team.	✓	
Proficient user of Microsoft Office	✓	
Working knowledge of current IT and databases	✓	
Able to communicate effectively with a diverse range of people using appropriate media.	✓	
Able to carry out accurate numerical calculations, e.g. rent payments.	✓	
Motivation	Essential	Desirable
Commitment to ideas of the organisation	✓	
To have a positive and can do attitude	✓	
Commitment to task and to the ideas of the organisation	✓	
Self-Reliance	✓	
Stress tolerance	✓	
Shows consistent integrity, trust and fairness and embraces equality and diversity	✓	

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 is required and will be compensated with time off in Lieu in negotiation with Line Manager.
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HOLIDAYS:	28 days per annum, plus 8 Statutory Bank holidays per annum, pro rata
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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.