

**Job title:** Bank Support Worker - YPS

**Line manager:** Senior Project Worker/Project Manager

**Grade (if applicable):** C11

**Direct reports:** None



## Role purpose:

You will work with a team of motivated, compassionate and dedicated colleagues to help young people prepare to live independently. Your role is to provide ad hoc/emergency support to 16-25 year olds, all with varying needs, should they need it during the day or night. You will also complete the Hertfordshire missing procedure for all residents if they have not checked in that day. If you've ever wanted to a job where you can really make a positive difference to someones life, then this is it!

## Key results:

- Support young people in achieving their goals by providing an engaging and effective ad hoc support programme at your Project
- Keep yourself, your colleagues and young people safe by meeting health and safety requirements and adhering to the Projects' and company's policies and procedures, in particular the Safeguarding and Protection from Abuse Procedure
- Maintain the cleanliness and presentation of the Project by ensuring all spaces are clean and tidy at all times, including cleaning and tidying empty rooms when necessary
- Ensure all residents are accounted for each evening or reported as missing to the Police if required
- Maintain the safety and harmony of all residents by investigating and appropriately dealing with all reports of anti-social behaviour at your project
- Ensure business continuity by handing over all appropriate to the day staff before leaving
- A commitment to working shifts on a rota basis between the hours of 11pm – 8am
- Facilitating an out of hours Crashpad move-in (if present at the project)

## Success Metrics:

- Responding to emergency situations as required
- Anti-social behaviour investigated and dealt with appropriately
- Warnings issued when appropriate
- Engaged in voids process when required
- All necessary training completed when required
- Full commitment to all YPS policies and procedures

## About you:

### You will be:

- Totally committed to delivering excellent customer experience – embodying our values every day in the way you deal with customers and colleagues
- Able to confidently deal with tense and difficult situations
- Physically able to complete some manual work and to regularly climb stairs
- Able to commit to working over night and unsociable hours at short notice

**You will have:**

- A strong desire to work with vulnerable and complex young people to achieve positive outcomes
- The ability to work alone and as part of a team
- The ability to create good professional working relationships with young people
- Good communication and IT skills (Word / Excel)
- Experience of working with young people, an understanding of safeguarding and knowledge of the benefit system (ideally)

***Please note: this role requires a full driving licence and use of a vehicle (depending on which project you have applied for) and an enhanced DBS check***