Job Description
Support Worker

(Revised: November 2026)

1. EMPLOYER: CITY OF EXETER YMCA HOUSING ASSOCIATION
39/41 St David's Hill
Exeter
EX4 4DA

Tel. 01392 410530

2. JOB TITLE: Support Worker

3. RESPONSIBLE TO: Housing Projects Coordinator

4. JOB PURPOSE: To provide housing-related support to young people in YMCA Exeter supported accommodation to enable them both to sustain their accommodation, and to develop the skills necessary to move on to more independent living. To carry out all duties in a way that reflects the love of Christ and the ethos of YMCA Exeter, including the delivery of a high-quality and compassionate service.

5. ORGANISATIONAL CONTEXT

YMCA Exeter consists of three registered charities, all companies registered by guarantee.

- City of Exeter YMCA Housing Association
- YMCA Exeter Community Projects
- YMCA Centres (South Molton)

These three organisations are legally charities, yet operate in close partnership. All three charities are led by the same Leadership Team, and share Core Services, Fundraising and Resources.

In all that YMCA Exeter does, we seek to serve our service users, partner agencies and the general public in a way that practically demonstrates our clear Christian ethos, as set out in our Ethos Statement. As a team we are committed to daily prayer and to seeking God's wisdom in the various situations we face. These corporate acts of Christian worship are vital aspects of our team life and central to the work of the organisation. Staff members are expected to demonstrate the Christian ethos of YMCA Exeter in their lives, work, and interaction with one another, clients, other agencies and the general public.

It is therefore an occupational requirement under the terms of Part 1 of Schedule 9 to the Equality Act 2010 that this post holder has a personal commitment to the Christian faith.

6. MAIN RESPONSIBILITIES

a) In all aspects of work and personal conduct, to reflect the Christian ethos of YMCA Exeter to colleagues, partner agencies, service users, and the general public, including:

- Demonstrating the love of Christ in the delivery of a high-quality, compassionate and effective service.
- Working closely with the whole YMCA Exeter staff team, including supporting one another regularly in prayer.
- Praying with other team members for YMCA Exeter projects, service users, and other related persons.
- Responding appropriately and sensitively to opportunities that arise to explain the Christian ethos of YMCA Exeter, and how it motivates and informs the work of the organisation.
- Encouraging Christian service users in their faith and discipleship, praying with them when appropriate.

b) Resident Support

To provide tailored housing-related support to allocated YMCA residents, including:

- Hold a caseload of allocated residents, taking responsibility for developing, implementing and reviewing personalised support plans. Support may include helping residents to:
  - Access benefits, training and employment opportunities
  - Build budgeting and independent living skills (cooking, cleaning, managing bills)
  - Complete forms and write official correspondence
  - Manage personal behaviour, relationships and leisure time constructively
  - Resolve neighbour disputes
  - Access specialist services (including drug and alcohol support, counselling and community mental health services)
  - Secure appropriate move-on accommodation
  - Provide advocacy on residents' behalf with external agencies, particularly around benefits
- Provide ad-hoc support to any resident as required
- Participate actively in group-based activities and programmes as required
- Build warm, trusting and professional relationships with residents, maintaining clear professional boundaries and avoiding unhealthy emotional involvement.
- Support residents in their spiritual development in partnership with Christian churches in Exeter, and signpost to other faith communities where residents wish to explore different expressions of faith
- Actively promote the personal, social and spiritual development of all residents
- Liaise effectively with external agencies and services on support-related matters
- Provide support to residents and assist in maintaining the security and safety of the building during evenings

c) **Maintain accurate paper and digital records, use relevant IT systems and databases, and contribute to administrative and monitoring tasks in support of housing services.**

d) **Additional duties:**

- Undertake regular lone working shifts, taking full responsibility for the safe running of the Supported Housing Project, with a designated staff member available on backup for emergency situations.
- Work regularly on a rota basis during evenings (2–3 days per week until 10:00pm) and weekends (approximately once a month).
- Provide backup cover on a rota basis, available to assist on-duty staff in managing emergency situations as they arise.

e) **Act at all times in a manner consistent with the Christian ethos of YMCA Exeter, and in full compliance with all relevant legislation, regulations, and YMCA Exeter policies, procedures and guidance.**

f) **To assist in raising the profile of the work of YMCA Exeter in the locality.**

g) **To perform any other duties required by the Line Manager within your capability.**

7. RELATIONSHIPS

The post holder has the following key relationships within the Organisation:

Housing Projects Coordinator This role will be line managed, directed and supported on a day-to-day basis by the Housing Projects Coordinator and will work closely with other members of the Stage 1 Supported Housing Team.

Housing Manager: This role will work under the Housing Manager, who is responsible for the overall performance and management of the Housing Services in Exeter.

Rent Coordinator: The post holder will liaise regularly with the Rent Coordinator regarding the Rent procedure for service users.

Senior Support Worker: The post holder will work closely with the Senior Support Worker, who acts as a key point of guidance and day-to-day support for the team. The Senior Support Worker helps coordinate frontline activity and provides practical direction to ensure that support for service users is delivered effectively. They oversee the smooth running of the front office and are available to offer advice, problem-solving support, and operational guidance whenever needed.

I confirm that I have been given a copy of this Job Description and accept responsibility for the duties described herein.

Signed: ……. Date: …….

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