
Job Description

Male Support Worker

(Revised: Oct 2017)

- 1. EMPLOYER:** CITY OF EXETER YMCA HOUSING ASSOCIATION
39-41 St David's Hill
Exeter
EX4 4DA
Tel. 01392 410530
- **2. JOB TITLE:** MALE SUPPORT WORKER
- 3. RESPONSIBLE TO:** The Housing Manager, or such other person to whom they may delegate this responsibility.
- 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 – (regulated by the Homes and Communities Agency)
- YMCA Exeter Community Projects
- YMCA Centres (South Molton)

These organisations are legally distinct, but operate in close partnership. The Housing Association and Community Projects have a common Board whilst South Molton's Board is separate. All three charities are led by the same Leadership Team, and share Core Services, Fundraising and Community Relations.

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 the Part 1 of Schedule 9 to the Equality Act 2010 that this post holder has a personal commitment to the Christian faith.

6. MAIN DUTIES

a) To provide support to YMCA Exeter residents, including:

- i) Taking responsibility for provision of housing related support for specific allocated residents, including developing, implementing and documenting support plans, in accordance with relevant policies. The support provided includes enabling residents to access relevant benefits; access training and employment; develop budgeting skills; learn living skills such as cooking, cleaning and paying bills; write official letters and fill in forms; manage their friends and personal behaviour; use leisure time well; deal with neighbour disputes; access specialist services (e.g. drug and alcohol services, counselling, community mental health services, etc.); and access appropriate move on accommodation. Provide advocacy with other agencies, particularly benefits agencies.
- ii) Providing support to any other resident on an ad hoc basis where required.
- iii) Taking an active part in group based work or activities as required.
- iv) Building supportive and professional relationships with YMCA residents, whilst maintaining appropriate professional boundaries and avoiding inappropriate or unhealthy emotional involvement.
- v) Assisting residents in Christian spiritual development in partnership with Christian Churches in Exeter, and signposting to other appropriate faith communities if they express the desire to explore other spiritual expressions.
- vi) Promoting the personal, social and spiritual development of YMCA residents.
- vii) Liaising with other related agencies on support-related matters.
 - Supporting residents and ensuring the security and safety of the building during evenings (typically 5 evening shifts each fortnight on a rota basis, including one weekend every 5 weeks).

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

- i) Demonstrating the love of Christ in the delivery of a high quality, compassionate and effective service.
- ii) Working closely and supportively with other members of the YMCA Exeter staff team, including supporting one another regularly in prayer.
- iii) Praying with other team members for YMCA projects, service users, and other related persons.
- iv) 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.
- v) Encouraging Christian service users in their faith and discipleship, praying with them when appropriate.

c) To keep accurate records, both paper and digital, to assist in administrative and monitoring tasks, and to work with relevant IT systems and databases in relation to delivering housing support.

d) Your duties will include:

- i) Regular lone working, when you will take full responsibility for the safe running of the Residential Centre. At such times another staff member will be on "back up" to assist in emergency situations.
- ii) Regularly working evenings (2-3 days per week, until 10:00pm) and weekends (approximately once a month) on a rota basis.
- iii) To be on "back up" on a rota basis, in order to assist on-duty staff in dealing with emergency situations.

e) At all times to work and behave in a manner consistent with the Christian ethos of YMCA Exeter and in full compliance with all relevant legislation and regulation, as well as 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.