

Support Worker – Foyer

A bit about us!

Step by Step is a charity that passionately believes in supporting young people who are going through hard times. Our unique step by step approach, providing accommodation, personal development opportunities and specialist support services, identifies and fulfils aspirations.

Each year we work with over 1,300 young people aged 11 – 25 and our team play a pivotal role in empowering young people and preventing homelessness.

The Step by Step team is positive, dynamic, professional, and committed to empowering young people to fulfil their full potential. Step by Step was incorporated in 1989, so have a long history of working and supporting young people. We are committed to safeguarding and promoting the welfare of children and young people and expect all staff and volunteers to share this commitment

What would you be doing?

The Support Worker will ensure the safety and well-being of young people in the foyer, adhering to safeguarding and health and safety protocols. You will create and monitor individual action plans, providing tailored advice to foster independence. Building professional relationships is essential as you key work with assigned young people to achieve positive outcomes. Responsibilities include managing housing benefit applications, facilitating workshops, and communicating effectively within the team.

You will uphold a strong rent collections policy and inspire young people by nurturing their talents and encouraging personal growth, making a meaningful impact on their journey towards independence.

- Ensure safeguarding responsibilities are met.
- Work on a rota and carry out sleep over shifts.
- Ensure the Health and Safety of the foyer is maintained.
- Ensure that clients have an individual action plan, that their progress is monitored using Step by Step recording tools as well as offering information, advice and guidance to support the development of clients.
- Ensure that you form and maintain a professional relationship with clients, acting as a role model whilst conducting yourself within the realms of professional boundaries and adhering to a style of working that will enable the clients to achieve independence.
- Key work with clients that have been allocated to you to ensure positive outcomes, including scheduling running and logging STEP sessions.
- To fully implement all SbS policies and procedures abide by your responsibilities as detailed in the organisational policies and procedures.
- To ensure that all housing benefit applications are completed correctly and updated accordingly. This includes making sure that all changes of information or circumstances such as moving on, starting work or other changes are documented and reported to the Housing Benefit Administrator.
- To attend regular updating and planning sessions with your line manager and where applicable buddy/mentor to plan further progression and training. Attend regular 121 sessions and complete annual Performance Development Plans and appraisal sessions with your line manager.
- To provide an integrated service to the client group by communicating key information about client and service issues across the team and by covering shifts or sessions within Foyer services as necessary.

- To practice and adhere to a strong rent collections policy, and possess an enthusiasm to minimising arrears, and maintaining client tenancies.
- Facilitate training sessions, run workshops and work across the Foyer as required.
- Committed to opening talent. Possessing the ability to spot, nurture and inspire often hidden talents within young people. The desire to aspire to be and do more in all aspects of your work. To encourage others to do the same through your own positive actions. To be an active agent of change – inspiring others to join in.

Skills and Experience and Person specification

Knowledge, qualifications & skills required	Essential	Desirable
Empathy for and genuine interest in the continued development of young people.	Yes	
Knowledge of the issues affecting young people and the skills to work with them.	Yes	
Understanding of and the ability to practice a client centred approach when working with young people, practicing anti-discriminatory ways of working and the ability to employ Step by Steps equal opportunities policy.	Yes	
Ability to apply consistently high standards and to work on own initiative.	Yes	
Ability to plan and prioritise work and able to respond to time sensitive tasks.	Yes	
Ability to work on own initiative in line with Policy and Procedure.	Yes	
Car driver.		Yes
Good communication skills both written and verbal as well as the ability to maintain accurate records, both written and computerised.	Yes	
Possesses strong negotiating skills and assertiveness. Has the ability to handle difficult situations and set and maintain boundaries whilst developing and maintaining positive working relationships with young people.	Yes	
Possesses good IT skills such as Microsoft Word, Excel, E-mail, Data inputting, use of databases and internet.	Yes	
Drive, enthusiasm, dynamism, and a sense of humour.	Yes	
Good knowledge of rights and responsibilities associated with different forms of occupancy agreements – particularly Tenancies and Licence agreements.	Yes	

These key responsibilities are not necessarily an exhaustive list of duties but are intended to reflect the range of duties the post-holder will perform.