



# Applicant Information

## Young Person Support Worker – Staying Close

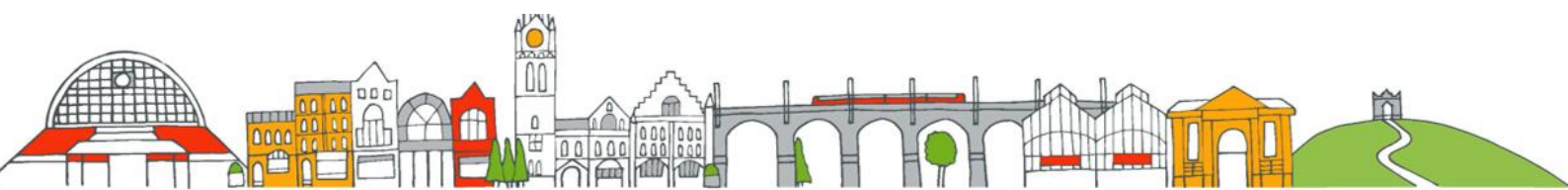
FTC: 24 months

Closing Date: 12<sup>th</sup> April 2024

Interview Date: 15<sup>th</sup> April 2024

Thank you for considering MSV for your next career move – we are excited to hear from you! Here you will find all the information you need about the opportunity and about MSV but if there is a question we don't answer – just give us email us initially on [recruitment@msvhousing.co.uk](mailto:recruitment@msvhousing.co.uk)

The People & Talent Team



## Who Are MSV Housing?

You may not have heard of social housing before but it's a fantastic sector to work for. We own and manage almost 9000 homes across the Northwest helping the millennial generation locked out of decent homes, older people needing safe but independent homes, those on low incomes, those in need of specialist housing and support and much more. We are all about doing the decent thing, making the lives of our customers better and being a fantastic, inclusive employer for our people.

## Where Are You Based?

We work right across the Northwest. Some of our colleagues work on what we call the 'front line' – delivering services direct to customers in neighbourhoods and communities. Some provide support behind the scenes. All are passionate about delivering a customer experience with the WOW factor! This role is a hybrid role with flexibility which means you can work from home, from one of our fabulous hubs, in a coffee shop or wherever you are needed to be.

## How Many People Work for You?

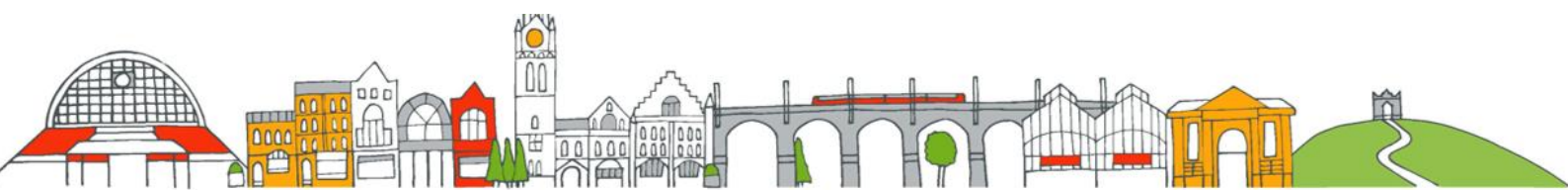
At the moment we have over 350 passionate, caring and experienced colleagues working in so many different roles. Whatever your career aspirations and plans we probably have that role – from accountants, HR professionals and marketeers to electricians, plumbers and specialist housing and technical roles. It really is a great sector and place to work and one where you can grow and develop your skills.

## What Opportunities Are There for Me At MSV?

We aspire to be the best employer that does the right thing by its colleagues and provides an environment where everyone can flourish. You are our greatest asset, and we provide support, training, and development opportunities to help you achieve your own goals and aspirations and those of the business. We provide a great working environment with modern ways of working and a competitive reward package.

## What Are the Perks?

We will give you full training, support professional development and pay a decent wage. It's a 35-hour week, 5 days per week (Monday – Saturday 8am – 8pm times on a rota basis), with some flexibility on how and where you work meaning if you have to drop the kids at school, or look after a family member, we can work with you on that. You have access to our pension scheme where you can get up to 10% employer contribution from day 1, have 25 days holiday plus bank holidays, sick pay on full pay after you complete the probationary period, life assurance, employee assistance programme and support. We also have a cycle to work scheme, car lease scheme and a range of other benefits.



If you have a question, we  
get in touch –we would

haven't answered then just  
love to hear from you!

## Role Profile

### Job Title

Location: The Lodge, Hulme, Manchester, M15 6NU

Salary: £28,024 - £30,067

Hours of work: 35 hours per week

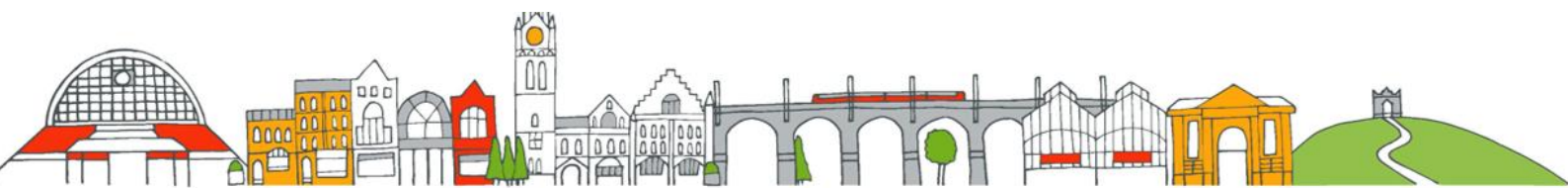
Contract: 24 month fixed term contract

### Purpose of the Post

- To work within Manchester's Staying Close offer to provide additional support to care leavers to improve accommodation outcomes, stability and reduce homelessness.
- To help further develop joint working between the Leaving Care Service, Housing services and partner agencies.

### Key Responsibilities

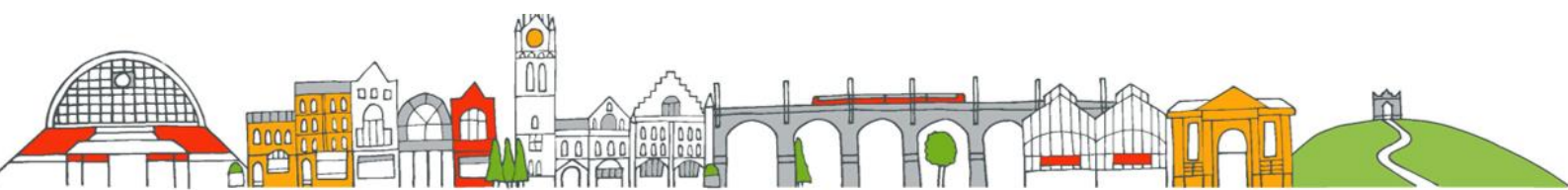
- To work with young people to address their housing needs.
- To facilitate tenancy ready courses, effective preventative work and intervention and complete statutory tasks
- To work alongside the Leaving Care Personal Advisers and Cared For Social Worker's to provide housing advice and solutions for young people transitioning to independence or living independently.
- To work in collaboration with partner agencies to develop local protocols to support care leavers into accommodation, identify, challenge and overcome barriers of accommodation and housing pathways for our young people
- To collate, record, maintain and understand relevant data to support the accommodation and housing pathways of our young people.
- To help support the relevant housing panels
- To promote Manchester's Care Leaver Local offer so care leavers are aware of their Rights and Entitlements
- To promote equality and diversity to make sure that all young people and families are treated with dignity and respect when receiving services.
- To support young people to gain knowledge around tenancy management and their rights and responsibilities as a tenant by delivering housing related elements of courses to individual young people or in a group setting, such as resettlement passport
- To hold a weekly housing advice drop-in for Personal Advisers and Social Workers
- To maintain accurate records and support required data reports
- To work alongside Personal Advisors to address the housing needs of care leavers
- To work with young people who have been referred for housing support due to homelessness



- To work with young people to prevent future housing issues and prepare them to manage tenancies
- To develop housing protocols with local district councils
- To engage with housing providers and seek local housing options for young people
- To keep up to date records of interventions
- To work in partnership with young people parents, carers, other agencies and professionals, through effective communication and consultation networks.
- To contribute to effective budgetary management and control
- To establish good landlord/resident relationship and ensuring compliance of both the resident's responsibilities and the landlord's obligations.
- To develop and strengthen partnerships both internally and externally working collaboratively with other teams to improve the resident journey and actively promote interagency working
- To work after hours and at weekends as required
- To comply with data protection policy and procedure
- To represent the service at a variety of external meetings
- To keep abreast of legislative changes and good practice.
- Any other duties as reasonably requested

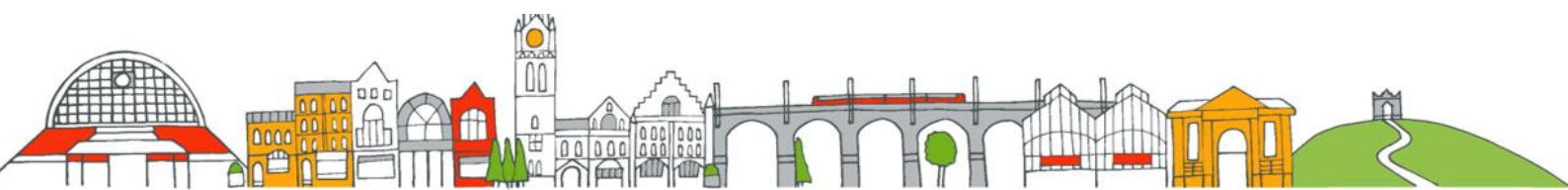
### Corporate Responsibilities

- To deliver high levels of customer services and be an advocate for MSV's WOW standards
- To take a flexible approach to service delivery and be willing to undertake other reasonable duties to meet business needs.
- To comply with and positively contribute towards MSV's vision, policies and corporate standards including health and safety, safeguarding, equality and diversity and customer service.
- To apply the principles of data protection and always maintain the confidentiality, integrity, and accuracy of the Group's data.
- To support individual and other colleagues' health, safety, and wellbeing.
- To represent the Group in a professional manner internally and externally.
- To attend relevant training and learning and development opportunities as required
- Any other reasonable duty as may be required.



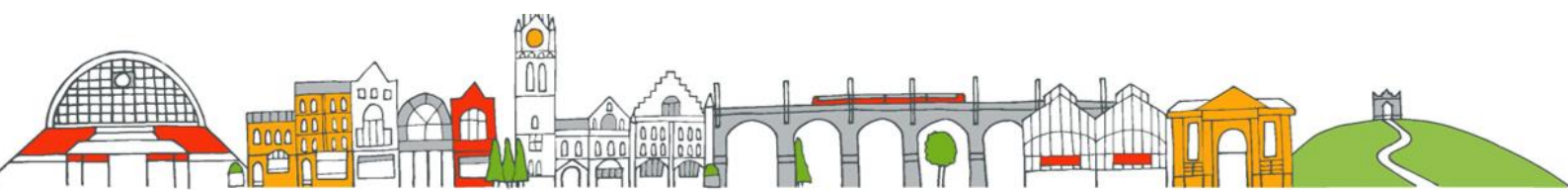
## Person Specification – job title

Criteria	Essential / Desirable?	Method of Assessment
<b>Appropriate Professional Qualification</b>		
Good standard of general education to NVQ level 3 or above or proven experience of working with Young People aged 16-25.	E	A
<b>Experience and Track Record</b>		
Experience of delivering group led engagement / educational activities for Young People	D	I
Experience of providing training, one to one support, guidance and coaching for young people using a support plan approach.	E	A/I
Able to enthuse and motivate young people to succeed.	E	I
Experience of adult and children safeguarding protocols	E	I
Experience of working with children and/or young people	E	A/I
Experience of organising small-scale events or co-ordinating	D	I
Experience of positively challenging negative mind-sets and stereotypes of young people	D	I
<b>Knowledge and Skills</b>		
Good organisational and administration skills with proficiency in Microsoft Office	E	I
A working understanding of safeguarding children and young people and how to maintain appropriate professional boundaries.	E	A, I
Good literacy and numeracy skills.	E	I
Customer care skills including telephone skills.	E	I
Knowledge of local service provision for young people	D	I
Ability to prioritise effectively and enjoy multi-tasking in a busy environment.	D	I
Knowledge of housing issues and systems for young people.	D	I
An ability to develop and enhance young people's skills and strengths.	E	A/I
To keep up to date with relevant legislation and practice.	D	I
<b>Personal Characteristics</b>		
A commitment to the Foyer concept & knowledge of advantaged thinking in practice	D	I
Flexible approach and willingness to work evenings / weekends / bank holidays, as required	E	A
Ability to work without supervision	D	I



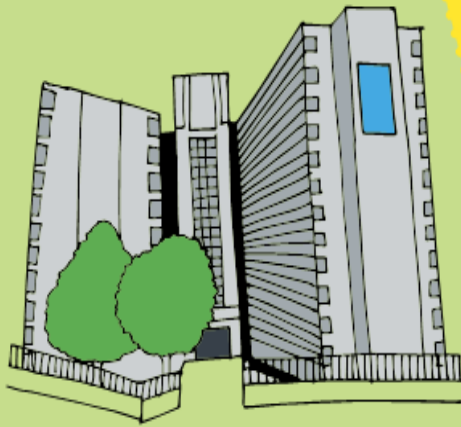


A working understanding of equality and diversity with the ability to challenge	E	I	
Positive about embracing challenge and change, open to experimenting, new ideas, reflective practice and working with other organisations in a spirit of partnership.	E	I	
<b>A – Application</b>	<b>C – Certification</b>	<b>I – Interview</b>	<b>T – Test</b>



## Trafford House Hub Worker

- Hub Based Workers will work from Trafford House for **approximately 80%** of their contractual hours. They will have the opportunity to work from other hubs, sites and from home occasionally under the guidance and with the agreement of their line manager.
- Those staff who are required or identified as a Hub Based Worker will be allocated a **fixed desk** in Trafford House.



## Types of Workers

## Agile Worker

- Agile workers will **not work at any fixed location but can flex across locations** including home and hubs according to business need. Agile workers will judge the number of hours needed to spend working across different locations in order to meet the needs of our business and customers (internal and external) and the requirements of the role.
- Agile workers may be required to work from hubs as necessary to attend meetings or training etc. **under the guidance of their line manager.**
- All agile workers will be **allocated a reporting hub base** which will be Trafford House.

## Home Based Worker

- Home Based Workers will work at home for **approximately 80%** of their contractual hours. Occasional travel to a hub, site or other location may be required for engagement and communication purposes and under the guidance of line managers.
- Attendance at training or meetings that cannot be held virtually will be **mandatory.**
- All home based workers will be able to order the **correct DSE set up and equipment**, i.e. desk, chair, monitor etc.



## Site Based Worker

- Site Based Workers are staff **within our frontline services** who are not based at home or at Trafford House.
- This covers staff members in **Later Living, Younger Living and Supported Living** as well as those who will work out of **Thomas Street site** at this time i.e. operatives.





## Great communication

- Responding promptly and getting back to people within timescales
- Delivering difficult messages kindly and compassionately



## Listening

- Some customers feel that they are not listened to
- Listen and take on-board what customers are actually telling you



## Respect

- Give customers the same service you would want for your mum
- Appreciate a customer's house is their home



## Accountability

- It is your responsibility to deal with a customer enquiry - don't pass the buck!
- If you are asked to deal with an issue, just do it!



## Empathy

- Remember life is very hard for many people right now
- Walk a mile in someone else's shoes



## Attitude

- The vast majority of colleagues deliver great customer service, but 1 in 4 customers are dissatisfied
- Be one of the good guys - don't be part of the problem! And if you see something that's not right, **call it out!**

## How To Apply

It's really simple!

- Just visit <https://www.msvhousing.co.uk/careers/job-vacancies/>
- Answer a few questions
- Upload your CV

We will be regularly checking applications and we will contact you very quickly if you stand out from the crowd – we want the best people as quickly as we can.

We are excited to hear from you!

