

JOB PACK

Keyworker - Tameside Young
Persons' Service (TYPs)

Creating homes.
Building lives.



Jigsaw



ABOUT US

We are one of the largest housing groups in England with more than 37,500 homes across the North West and East Midlands. Jigsaw Homes Group creates new and exciting opportunities for tenants and customers.

We provide quality, low-cost housing and play a wider role in making sure our residents thrive in their homes and benefit from living in healthy, sustainable communities.

We are well placed to respond to challenges including welfare reform, poverty and social exclusion and are committed to tackling the housing crisis and homelessness by building more affordable homes for people to rent and buy.

As a sector leader, we will also innovate and inspire, driving technology and efficiency through new products and services. We strive to be a top housing provider and an employer of choice. We look forward to working with you.

JOB DETAILS

Holidays:	24 working days per annum plus 3 days for Christmas closure (based on a 5 day working week) plus bank holidays, plus additional days after 2 years continuous service to a maximum of 5 days.
Pension:	The Group belongs to the Social Housing Pension Scheme to which the successful candidate would be entitled to join. This is an Employer and Employee contribution scheme.
Jigsaw Benefits:	In return Jigsaw Homes Group offer occupational sick pay, on-site gyms, BHSF membership, enhanced maternity/paternity leave, training/development opportunities and much more. Please check out benefits page on website for more information.

Probation period and references:	Please note that any offer made by the Group and subsequent employment is subject to a six-month probationary period and to the Group receiving two satisfactory references, one of whom should be your current or most recent employer.
Mandatory Training:	You will be required to complete mandatory training for your role. This training may take place at any one of our main offices in Ashton-Under-Lyne, Leigh, Miles Platting or Nottingham.
Eligibility to work in the UK:	Successful applicants for posts within the Group are responsible for producing proof of entitlement to work in the UK before employment can commence.
Disclosure barring checks & Medical Clearance:	<p>In addition, any offer is also subject to receipt of an Enhanced Disclosure from the Disclosure Barring Service confirming suitability & medical clearance from our Occupational Health Provider before appointment. Visit www.jigsawhomes.org.uk/dbs to view the Group's DBS policy statement.</p> <p>Further information about the disclosure can also be found at www.homeoffice.gov.uk/dbs</p>
Diversity:	Jigsaw believes diversity means acceptance and respect for everyone because we appreciate the significant value that individuality can bring. All employment decisions are therefore based on business needs, job requirements and individual qualifications to help create a safe and positive environment for all.

JOB DESCRIPTION

OVERVIEW

This position is within our Tameside Young Persons' Service (TYPS). The programme offers dispersed temporary accommodation and support to young people aged 17-25, some of whom are care leavers. The service aims to help young people to live as independently as possible and gain the skills and confidence to move onto their own permanent tenancies.

As a TYPS keyworker you will have a crucial role supporting people to overcome the barriers they face. You will work with people to establish their needs and help create a personalised action plan for change, providing advocacy, emotional and practical support, before facilitating their move on into permanent accommodation or specialised accommodation appropriate their individual needs.

You will co-ordinate a package of support, liaising with relevant statutory and voluntary support services throughout. You will complete regular reviews both in person and over the phone, ensuring that the customer's action plan is delivered, helping improve their situation and empowering them to move forward with their life.

You will have responsibility for managing a caseload of clients, ensuring each person receives the levels of support appropriate to their individual needs.

This is a highly rewarding role that enables you to make a make a real difference to people's lives.

Responsible To - TYPS Service Manager

MAIN TASKS OR ACTIVITIES

1. Support a case load of people aged 17-25 to access and maintain their own tenancy.
2. Identify and work toward specific outcomes with clients to ensure they become tenancy ready.
3. Ensure that all case files remain up to date at all times. This includes accurate and timely risk assessments.
4. Work in partnership with local authority personal assistants and other key stakeholders to achieve agreed outcomes.
5. Ensure safeguarding procedures are followed at all times promoting the wellbeing of children and adults in accordance with the Children Act and the Care Act.
6. Work with Volunteering Coordinator to promote co-production and customer involvement on the service.
7. Build and develop relationships with landlords and other agencies to widen housing options, overcome barriers to sustainability and improve outcomes for customers.
8. Follow all Group policies and procedures in accordance with the role. Complete mandatory training when requested to ensure compliance with Group policies and procedures.
9. Ensure you work in accordance with the Equality Act 2010 and the Equality, Diversity & Inclusion Policy at all times.
10. Carry out any other duties which may be, from time to time, requested by the Chief Executive, Deputy Chief Executive, Group Director or Operations Director or commensurate with the position.

Candidate Requirements

Candidate Requirements:

- Experience of working with young people aged 17-25 and their specific challenges, including those faced by care experienced young people.
- Experience of working in multi-agency environments in partnership with key stakeholders.
- An excellent understanding of housing options, welfare benefits, and person-centred support.
- Manage and monitor a caseload of clients mobilising action plans and agreed outcomes.
- To provide a flexible and holistic support service to the young people and maintain regular contact with them to continually assess their support needs, updating risk and outcome assessments and ensuring positive engagement with statutory and non-statutory services.
- Attend and participate in training, meetings and case conferences that may be required in your role.
- Strong IT skills.

JIGSAW VALUES

As a sector leader, Jigsaw will innovate and inspire, driving technology and efficiency through new products and services.

It strives to be a top housing provider and an employer of choice and this is where we need innovative, forward thinking, diverse and vibrant individuals to join us and help us succeed even further.

Our company values reflect the individuals we want to lead us into the brightest future possible for Jigsaw Homes Group.



Jigsaw Homes Group Limited

Cavendish 249
Cavendish Street
Ashton-under-Lyne
OL6 7AT

w: jigsawhomes.org.uk
t: 0300 111 1133
@JigsawHG

Regulated by the Regulator of Social Housing Registration No. LH 4345
Registered under the Co-operative and Community Benefit Societies Act 2014 Registration No. 29433R



Jigsaw

Creating homes. Building lives.

