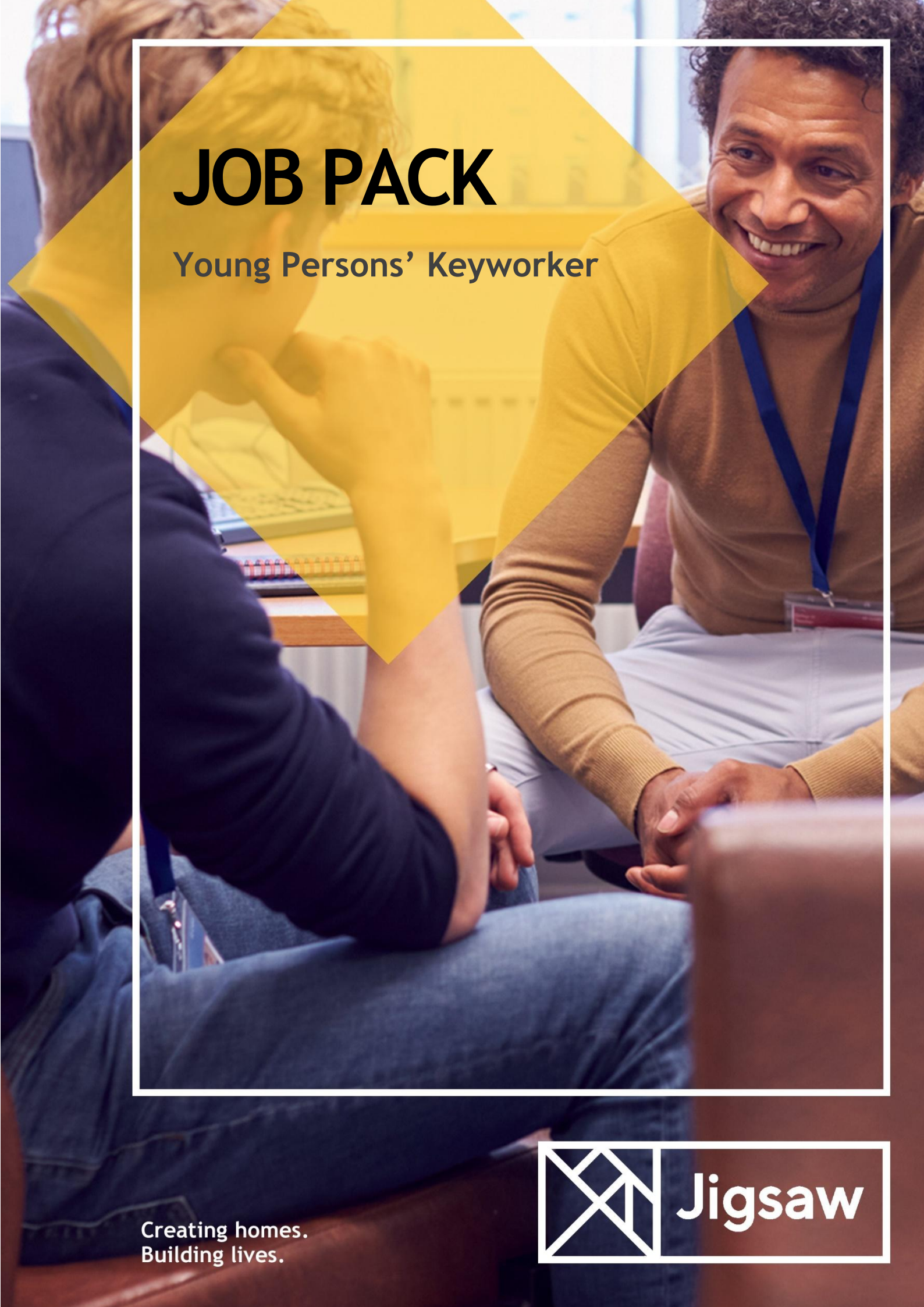


# JOB PACK

## Young Persons' Keyworker

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

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| **Holidays:** | 24 days leave per annum rising incrementally to a maximum of 29 days, plus bank holidays, plus 3 days for Christmas closure (based on a 5-day working week). |
| **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 with an 11% combined contribution with the option to increase. |
| **Jigsaw Benefits:** | In return Jigsaw Homes Group offer company sick pay, on-site gyms, access to our cash back health plan membership, access to Perkbox, our benefits platform giving you access to hundreds of retail discounts, cashback offers and rewards, enhanced maternity/paternity leave, training/development opportunities plus much more. See the benefits page on our website for more details. |

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| **Probation period and references:** | Please note that any offer made by the Group and subsequent employment is subject to a four-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:** | 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.<br><br>Further information about the disclosure can also be found at **www.homeoffice.gov.uk/dbs** |
| **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

At Jigsaw Support our focus is on helping people to live happy, healthy lives in a safe home and supporting our most vulnerable individuals is our top priority.

Working within the Jigsaw Support Team you will be part of an innovative, forward-thinking team that encourages success.

We are passionate about improving the quality of lives of our customers by supporting them to achieve their goals and independence.

In addition to delivering our existing support services, we are always seeking new innovative partnerships, solutions and funding opportunities, responding to need and working with communities in which we can make a difference.

With more than 200 staff from offices in Ashton under Lyne, Leigh and in our supported accommodation projects across the North West, we support over 7,000 people annually through the contracts we manage.

This position is within our Single Homeless Accommodation Projects (SHAP) programme in Tameside and Oldham. The programme offers self-contained longer term temporary accommodation and wrap around support to people with experience of rough sleeping, to enable them to live as independently as possible and gain the skills and confidence to sustain a tenancy and live a fulfilling life.

**Role Summary**

This position is to support 18 – 25 year old care leavers and young persons in our accommodation services across Tameside and Oldham.

The Keyworker will be required to work shifts to cover these services from 8am - 8pm, including weekends and bank holidays.

They will carry a small caseload and offer person centered, wrap around support to address any barriers to tenancy sustainment and move on to permanent accommodation. These barriers could include substance use, mental and physical health difficulties, offending, domestic abuse, debt and money management issues.

**Responsible to:** Team Leader – Young Care leavers Service

## MAIN TASKS OR ACTIVITIES

1. Deliver wrap-around, trauma informed support to people with multiple and complex needs within their own temporary tenancies.
2. Work to address any barriers to move on to permanent accommodation in a timely way.
3. Maintain accurate up to date records on the case management system of progress against individual support plans, risk assessments and outcomes information.
4. Liaise with other agencies to facilitate access to support including Adult Social Care; Criminal Justice services; Health services; employment and training agencies.
5. Regularly review the person-centred support plan to update, record and monitor progress of caseload.
6. Build and maintain networks with staff from other agencies.
7. To complete risk assessments and maintain own safety by following lone working procedures.

8. To work on 8am-8pm shift pattern, including bank holidays and weekends as required.

9. To adhere to Safeguarding procedures to ensure the wellbeing of vulnerable people.

10. Follow all Group policies and procedures in accordance with the role and attend mandatory training when requested to ensure compliance with Group policies and procedures.

11. Ensure you work in accordance with the Equality Act 2010 and the Equality, Diversity & Inclusion Policy at all times.

12. To carry out any other duties as required as required by the People Team, Group Directors or Operation Directors, Deputy Chief Executive and Chief Executive commensurate with the position.

# Candidate Requirements

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| **Candidate Requirements:** | • Proven experience of working with people with multiple complex needs with knowledge of the barriers that they may face.<br>• An understanding of the principles of trauma informed care and strengths-based practice.<br>• Ability to quickly build rapport and to be persistent, determined and resilient.<br>• Knowledge and experience of safeguarding legislation and following safeguarding policies and procedures and the particular challenges of safeguarding this customer group.<br>• The ability to work effectively with partner agencies, using a multi-agency approach, and to develop contacts and networks across a wide range of local services.<br>• Experience of data collection, administration and recording procedures with the ability to maintain accurate case notes and organise own case load. |

# 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

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Jigsaw
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