



Responsible Adult

Gloucester Young Parents Projects

Hours: Upto 7.5 hours per week to include evenings and weekends

Part of the: Support Services Department

Responsible to: Team Leader, Gloucester Projects

Purpose

Working closely in partnership with Elim's Supported Housing Officers, this post provides low-level, boundaries emotional support and signposting and emergency support outside of office hours – This can be face to face and/or by phone. The Responsible Adult is a live in role.

Responsibilities: A Responsible Adult will

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| ✓ Provide holistic low-level support both face to face and on the phone to YP. | ✓ Establish and maintain trusting relationships with residents. |
| ✓ Keep good records of any support given. | ✓ Proactively contribute and support the team leader to ensure the service and building are in line with our Health and safety compliance framework. |
| ✓ Communicate with Supported Housing Officers to give them an update of any support provided. | ✓ Be responsible for attending and completing mandatory training and other training as required, with an ongoing commitment to continual professional development. |
| ✓ Open to change and embraces improvement and is active in the development of services | ✓ Safeguard the welfare of children, young people and vulnerable adults in line with organisational safeguarding policies and local procedures. |
- Communicate effectively with emergency services and contractors when required'

Qualifications and Experience: In this role a Responsible Adult will need the following:

- ✓ Knowledge of safeguarding guidelines.
- ✓ Experience of carrying out own administrative workload.
- ✓ Experience of working in a support role either paid or voluntary
- ✓ Open to change and embraces improvement and development of services.
- ✓ Understand the causes of homelessness and social exclusion for vulnerable residents.
- ✓ Good level of IT literacy.

It would be great if you could also:

- ✓ Worked in or understand physiologically informed environments. (PIE)
- ✓ Have experience of supporting people with mental ill health.
- ✓ Understand the welfare benefits system.
- ✓ If you have experience of working in social housing.
- ✓ Have experience of case management systems.
- ✓ Had a good working knowledge of local organisations and services.
- ✓ Have experience of supporting people who are survivors of domestic abuse or currently experiencing it.

Skills and Abilities: In this role a Responsible Adult will need the following:

- ✓ Experience of Microsoft Office and of IT systems.
- ✓ Have good time management skills and be able to prioritise.
- ✓ Empathy with the causes of homelessness for vulnerable parents and the barriers they face.
- ✓ Solution focused and able to make decisions to resolve issues that may arise.
- ✓ Excellent communication skills, with the ability to communicate at all levels both orally and written, with the ability to adapt to an individuals need.
- ✓ Ability to advocate for those receiving our services

It would be great if you could also:

- ✓ Demonstrate experience and knowledge of reflective practice as a way as growing and developing as a professional.



Values:

Elim's customers include families and single people living in our properties for rent, young people undertaking apprenticeships or training, clients within our support services and people buying houses that we have developed, among others. We have the same aim for all these relationships: to ensure that the housing and services Elim provide serve as a platform for growth, facilitating all our customers to achieve their aspirations. In this way, we make our homes truly life changing by ensuring that our service has a positive impact long after a person has left Elim accommodation.

Elim **CARES** Values were created in partnership with our customers, staff, Board and other stakeholders, and they represent our commitment to how we deliver our services and work together successfully.

A Responsible Adult lives by the Elim CARES values:



GENEROUS ANNUAL LEAVE ENTITLEMENT

Employees receive 25 days paid annual leave, rising by 1 day for each complete year of service to a maximum of 30 days.



FLEXIBLE WORKING

We do all we can to encourage a healthy work-life balance.



LEARNING AND DEVELOPMENT

We believe in developing our staff and investing in your learning and training.



MILEAGE EXPENSES

We pay mileage expenses at a rate of 45p per mile.



PENSION AND LIFE ASSURANCE

We are a member of the Social Housing Pension Scheme



HEALTHSHIELD BENEFITS

Benefits available include: Employee assistance programme, healthcare cashback and shopping discounts