

Position Details	
Position	Service Support Officer
Reports to	Senior Service Support Officer
Salary	£25,000
Location	Trevone House, Gloucestershire
Additional reporting / working relationships	External stakeholders including Gloucestershire County Council, Social Care, Personal Advisors, Gloucestershire Police Authority, Health Care Services, Housing Services, Education and Training Providers, Young Ambassadors and Peer Mentors, Families.
Hours of work	40 hours per week, Monday to Sunday on a roster basis, including night shifts, flexible to meet business needs.

Purpose

Homes2inspire Ltd, are part of Shaw Trust Group, a charity which helps to transform the lives of young people and adults across the UK and internationally.

Trevone House is Gloucestershire County Councils flagship, semi-independent accommodation for young people aged 16 to 25, providing care leavers the very best stepping stone to a brighter future in addition to providing specialist support to those needing help at a time of crisis.

In addition to 19 flats for young people leaving care, Trevone House has a well-being suite offering young people a place of safety and calm, and two specialist flats for young people who need additional support with their mental health needs.

Reporting to the Senior Service Support Officer, the Service Support Officer will be working across all the key areas within Trevone House involving young people's development and support, particularly related to the wellbeing suite, assessment centre and independent supported accommodation.

Working with external supporting agencies to enable them to carry out the key elements of their professional practice and duties towards the safety and wellbeing of young people.

Key Accountabilities and Responsibilities

Operational

- Work collaboratively and in conjunction with professional agencies and bodies to ensure the wellbeing and safety of any young person attending and being admitted to Trevone House
- Adhering to and producing effective risk assessments to meet a young person's individual needs and risk characteristics
- Facilitate the initial induction of young people into Trevone House at point of arrival ensuring a welcoming and inclusive attitude
- Collaborate effectively with the Senior Service Support Officer, to help the young people feel safe and secure whilst acclimatising to the environment
- Liaise directly with the Mental Health Care team to offer assistance and support where necessary
- Liaise proactively and effectively with other departments and external agencies to ensure that young people receive appropriate plans and programmes of support, in line with minimum service expectations, and to enable young people to increase their independence

- Complete initial needs assessments for young people to determine how Trevone House can best respond to meet their needs effectively
- To work directly with young people and to support them to develop independence skills and confidence, measurable using the appropriate Outcome Star
- To effectively record and evidence works completed and any other relevant information regarding an individual young person on the management information system (CHARMS)
- Participate in weekly meetings with the young people to foster a culture of inclusivity, ensuring that the wishes and views of young people are heard and actioned
- Participate in the effective transition and communication between staff which will enable clear and concise shift handovers
- Collect feedback from young people on a regular basis through different mediums to inform opportunities for continuous improvement
- Respond promptly and appropriately to any concerns raised by the young people
- Facilitate appropriate and effective levels of Edge of Care support for young people in the community, prioritised against risk and immediate needs

Quality Assurance and Compliance

- To work collaboratively and in compliance with Care Quality Commission representatives and legislation / standards
- Provide performance KPI data to senior managers in line with Gloucestershire County Council and Homes2inspire's reporting timeframes
- Represent Homes2inspire at local authority and multi-agency panel meetings and collaborate effectively with partner organisations, preparing and presenting information
- Report any perceived or reported safeguarding issue in line with the organisations policies and procedures
- Promote a positive health and safety culture to meet and maintain company and external accreditation standards

Stakeholder Relationships

- Effectively liaise, correspond and work directly with external agencies and young people to establish individual strengths and weaknesses, enabling the development of the appropriate key work sessions and assessment tool requirements
- Work effectively with stakeholders who are on site to encourage a collaborative approach and to help foster positive interactions with stakeholders and young people
- Create effective links with local training and education providers and employers, to support young people to successfully access local opportunities
- Maintain strong links with the Shaw Trust group departments which operate within the Gloucestershire area e.g. Youth Support Team, to leverage opportunities to support young people's progression
- Create and maintain links with housing associations and housing providers in order to create opportunities for young people to transition into their own residences

Other reasonable duties as assigned

Knowledge / Experience / Behaviours

- Passionate and enthusiastic approach to the delivery of Children's Services and helping young people
- A developing knowledge of Children's Homes regulations, the Mental Health Act, PACE and the Care Quality Commission
- Experience of working in a trauma informed way and an awareness of Adverse Childhood Experiences (ACE's) is desirable, however training and development will be provided on these areas

- Knowledge of issues regarding care leavers, housing employment and welfare rights provision for young people
- Knowledge and understanding of the needs of young people with differing abilities
- Experience of working with or supporting young people (age 12 and upwards)
- Safeguarding awareness, particularly in relation to young people
- Experience of working with action / care plans
- Operates with a solution focused approach and proactively identifies opportunities for continuous improvement
- Comfortable operating in an evolving environment
- Resilient and able to confidently work under pressure and effectively resolve complex matters
- Excellent interpersonal and communication skills (written and verbal), with the ability to negotiate and influence, while exercising emotional intelligence
- Confident using IT
- Experience of working within either a children services / residential setting (independent supported accommodation) desirable
- Confident in speaking and facilitating a group environment

Education / Training

Essential

- GCSE Maths and English or equivalent
- A willingness to undergo appropriate training courses as directed, including to QCF level 3

Desirable

- QCF Level 3 in residential childcare
- Health and Social Care qualification
- Working in trauma informed ways
- ACES training
- Mental Health training

Additional Requirements

All successful candidates will be subject to an enhanced vetting process in line with safer recruitment, which include a DBS check, Right to Work checks and reference checks.

Full UK driving licence required

Our Values

We make a difference

Making a lasting positive impact for the people we support is the reason we exist. We deliver high performance across our services, helping people to transform their lives.

We are inclusive

We value the ideas, views and strengths of everyone we work with and support. Everybody is different and everybody is equal.

We are collaborative

Working together is more effective and efficient. We believe that by working together with a range of partners we create better services and solutions.

We are honest

We are authentic, accountable and transparent in all we do.