

Client Voice Housing Support Practitioner Application Pack



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INTRODUCTION

For 40 years Young Women's Housing Project has played a leading role in developing opportunities for safe, supported accommodation and therapeutic support for young women, girls and children in the Sheffield area.

These are exciting times for us as we continue to grow, develop and deliver against our core objectives and ensure that we continue our learning journey with a trauma informed approach to be able to do and be the best we can for the young women and children we serve.

We are seeking individuals with passion and drive to fulfil the role of **Client Voice Housing Support Practitioner (CVHSP)**; playing an important role in delivering YWHP's strategic priorities and commitments.

We welcome applicants from all backgrounds, lived experiences and sector skills, who can make an active and positive contribution to the work of the Charity. We recognise the importance and advantages of diverse workplaces and communities, and we acknowledge under-representation of Black, Asian and global majority people, people who are Romany or Irish Traveller, and people with lived experience of migration, those under the age of 30, people from the trans and non-binary community and disabled people. We particularly welcome applicants from those backgrounds, identities and lived experiences.

Theresa Wilding
Clinical Director
YWHP

ABOUT YOUNG WOMEN'S HOUSING PROJECT

YWHP was established in 1984. Originally set up as a “collectively” managed organisation, the importance of the team and “team around the worker” remains central to our trauma informed approach to delivering services that are tailored to individual need - holding safety, trustworthiness, choice, collaboration and empowerment as central values to be the thread through all that we do.

We provide holistic, person-centred support that is flexible and tailored to the needs of young women and their children who had been affected by abuse. Safe, supported accommodation is key to this work and a fundamental aspect on any individual's road to recovery from the childhood adversities. The CVHSP will join our existing Housing Specialist Team, working alongside our Therapy Team to deliver a range of services and activities which positively impact the lives of women, girls, and children we work with.

Diversity & inclusion statement:

Our mission is to be welcoming and create diverse and inclusive teams that truly reflect the young women and children that we serve. We celebrate difference and encourage everyone who joins us to be themselves at work. We are guided by our values in everything we do and recognise that being a diverse and inclusive employer helps us fulfil our responsibility to make a difference for our young women and children.

We seek to develop a work environment where we treat all employees as individuals, fairly and in a consistent way. We work within the spirit and the practice of the Equality Act 2010 by promoting a culture of respect and dignity and actively challenging any discrimination.

Young Women's Housing Project (YWHP) is a registered charity (1143995), and Company Limited by Guarantee (7698405).

For more information about our organisation, you can visit www.ywhp.org.uk

VISION & OBJECTIVES

Our vision is:

To provide specialist trauma informed support to aid recovery of young women and children who have been affected by sexual abuse, domestic abuse, and sexual exploitation.

Our objectives are to:

- To use a trauma informed approach in a psychologically informed environment
- Promote a diverse and inclusive workforce that is anti-racist and reflects the young women that we serve
- Provide safe and secure supported accommodation, providing the crucial foundation for recovery
- Provide specialist therapeutic support that is trauma informed, holistic and based on individual needs
- Provide person centred, trauma specialist counselling and therapy
- Raise awareness of the sexual and domestic abuse issues
- Advocate for the needs of young women and children who have been affected by abuse to the wider community
- Promote co-production opportunities to our young women who have been affected or who are vulnerable to abuse
- Promote a diverse and inclusive service; challenging negative stereotypes about young women, LGBT people and combat homophobia, biphobia and transphobia

OUR VALUES

Fives Core Values of a Trauma Informed Approach:

Safety

We create and maintain an environment that ensures physical and emotional safety.

Trustworthiness

We create and maintain an environment that in which everyone is treated fairly with consideration, dignity and respect and personal boundaries are maintained.

Choice

We create environments where individuals have choice and control. We are committed to embracing and valuing diversity within our organisation, promoting equality of opportunity and human rights for all young women and children we work with and for staff.

Collaboration

We are committed to making decisions with the individual and sharing power.

Empowerment

We motivate and inspire our staff and clients by enabling them to grow and achieve their full potential by prioritising empowerment and skill building

CLIENT VOICE HOUSING SUPPORT PRACTITIONER (CVHSP) JOB DESCRIPTION – MAIN DUTIES

Role Purpose

This role will involve the combined duties of:

- providing therapeutic, trauma informed, support through the delivery of a range of recovery focussed programmes and tenancy support incl. night + helpline telephone support

and

- creating spaces, opportunities, and networks for YWHP clients to share their lived experience in a variety of ways such as surveys, focus groups, forums and panels to enable them to co-create the design, development and delivery of YWHP policies and services

You will be part of the Housing Specialist team but will work across the whole organisation, including the Therapy team, the Leadership team, Night Support team and the Management Committee, in partnership, to develop creative ways to reach out to clients.

Alongside the delivery of therapeutic support, the CVHSP will champion the approach to Client Voice work within YWHP, developing a bespoke CV toolkit with trauma informed principles ensuring that we are listening to a diverse range of voices, and that all who want to have their voice heard have the opportunity. You will identify and help address the barriers that prevent people from being able to share their voice or access platforms which affect change. You will provide individualised support according to the needs of clients to enable engagement in Client Voice work.

The main purpose of the role is to:

1. Develop trusting and productive relationships with YWHP clients, in order to provide therapeutic, trauma informed support packages that are tailored to the individual's needs.
2. Provide practical and therapeutic night support as part of the YWHP's night support team on a 2 weekly rota basis.
3. Develop trusting and productive relationships with YWHP clients with the aim of supporting and motivating them to engage with co-production opportunities at the level they want to.
4. Liaise with individuals using a safe, ethical and trauma informed approach, to ensure we are including a diverse range of voices from across the organisation.
5. Take an innovative approach to identifying opportunities for co-production and collaboration with survivors, in liaison with all relevant stakeholders and making use of available resources.
6. To provide emergency 'out of hours' Helpline support for YWHP accommodation services on a rota basis

About You:

The successful candidate will have a working knowledge of young people who have been affected by sexual and domestic abuse and exploitation, and its impact on them and their children, as well as experience of providing emotional and practical support to young women and children affected by sexual abuse and domestic abuse and violence with compassion and empathy.

You will be proactive, have excellent communication skills and exercise high levels of integrity when handling confidential information and situations.

Fundamental to the role is the ability to work as part of a team and a commitment to providing a high standard of service.

Terms:

SALARY: £30,115 pa

HOURS: 3 days + 3 nights (average on a monthly rota) + helpline hours (monthly rota basis)

PENSION: 5 % employee contribution + 4% employer contribution

ANNUAL LEAVE: 28 Days + bank holidays pro rata

CONTRACT: 3 yrs initially with potential for extension (funding dependent)

ESSENTIAL COMPETENCIES – CLIENT VOICE HOUSING SUPPORT PRACTITIONER

To perform the duties required as for this role individuals should be able to demonstrate:

AREA	ESSENTIAL	DESIRABLE
Demonstrate a strong and evident passion and commitment to YWHP and it's strategic aims and objectives	✓	
Evidence of strong inter-personal and relationship building abilities	✓	
Experience of supporting young vulnerable women/people	✓	
Experience of lone working with vulnerable young people	✓	
Good understanding of the issues surrounding sexual and domestic abuse and the traumatic impacts this may have	✓	
Good understanding of safeguarding and child/vulnerable adult protection issues	✓	
Experience of providing/facilitating training &/or group work to young people		✓
Ability to self-motivate and take initiative as well as work well within a team	✓	
Excellent verbal and written communication skills	✓	
Good IT, case management & electronic communication skills	✓	

Strong organisational skills and the ability to prioritise workload	✓	
Ability to negotiate at all levels	✓	
Recognise importance of always maintaining confidentiality	✓	
Recognise importance of always maintaining professional boundaries	✓	
Recognise importance of equal opportunities and has knowledge and understanding of diversity and inclusion	✓	
Satisfactory Enhanced DBS check and references	✓	
Evidence of networking capabilities which would enable opportunities for furthering the work of YWHP		✓
Experience of facilitating and leading subgroups or task/finish groups		✓
Holder of current driving licence with access to use of car		✓
Experience of working with young mothers and their children		✓
Experience/understanding of developing sustainable services for young people		✓

KEY PERSONAL CHARACTERISTICS

AREA	ESSENTIAL	DESIRABLE
Excellent interpersonal skills and strong communication skills	✓	

Strong relationship building skills - both external and internal	✓	
Ability to work under pressure to meet deadlines	✓	
Proactive, enthusiastic and willing support to whole team	✓	

We will assess suitability against the above Role Description and Person Specification and an applicant form and interview.

HOW TO APPLY

YWHP values diversity promotes equality and challenges discrimination. We encourage and welcome applications from people of all backgrounds.

If you would like to discuss any accessibility requirements for this recruitment process or the role, please contact, Theresa wilding at ywhp@ywhp.org.uk, and we will be happy to discuss this with you.

To apply for the post, please download and submit, an application form and pack from our website www.ywhp.org.uk/get-involved/work-with-us/

The closing date for applications to be returned is **5pm Friday 15th November 2024**

We will be looking to hold interviews week beginning **2nd December (TBC) 2024**

Please note if you do not receive a response within five working days from the closing date, then you have not been selected for interview.

Further Information

YWHP is a Registered Charity no: 1143995 and company number: 7698405

A satisfactory Enhanced DBS (Disclosure Barring Service) disclosure and references are required for this role.