

RECRUITMENT INFORMATION PACK

Apprentice Support Assistant – YPASS

Hours: 32 per week

Salary: £6.40 per hour

Annual Holidays: 6 weeks plus statutory Bank Holidays

Location: Halifax



Being part of an organisation that makes a difference - Horton Housing Association

Horton Housing manages more than 30 different housing, training and support services across Bradford, Calderdale, Kirklees and North Yorkshire.

We work with people experiencing a wide range of circumstances, including homelessness, drug and/or alcohol issues, ill-health, unemployment and domestic violence. We work with people of all ages, refugees, Gypsies and Travellers, people with disabilities and people with offending histories.

We have a wide range of accommodation schemes in the community. We also provide specialist accommodation, including a home from hospital scheme, Gypsy and Traveller sites in North Yorkshire and Group Living Services for young people. We offer support for people living in their own homes and we run a training centre that helps people find work or develop skills for everyday life.

Horton Housing is committed to equality, diversity and inclusion (EDI) and providing services that are inclusive and accessible for everyone.

OUR PEOPLE

Horton Housing Association (HHA) is committed to being a great place to work for everyone who works here, and we get some really positive feedback from our colleagues.

In our recent annual colleague survey, more than 9 out of 10 respondents told us that:

- They had a good relationship with their line manager
- HHA's values align with their own
- They believe that Horton's work positively impacts people's lives
- They feel involved in their work.

And when we asked some of our colleagues about the best part of working at HHA here's a snapshot of what they told us.

- *"The people. The people I work with. Every person's different and that's what I like about it, and I like watching people changing their lives."*
- *"The Training is the best bit of it. It equips you to do the job role as successfully as you can. It's very rewarding, it's been fantastic, I wouldn't change it for the world."*

In short, we care about people. We work hard to be a great place to work, so that we can improve lives together.



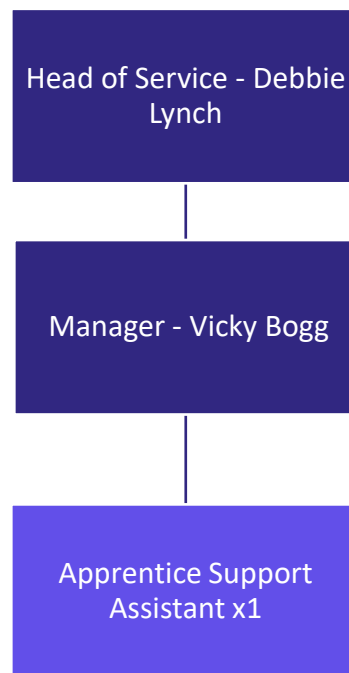
About the department

YPASS stands for Young Persons Prevention and Support Service, and is a short term support service for young people aged 16-25. We support young people who are homeless/at risk of homelessness or inadequately housed.

YPASS offers a range of different elements including:

- Floating support
- Mediation and prevention service
- Drop-ins
- We also have access to 2 emergency crash pads and some accommodation.

The service works in partnership with statutory and voluntary agencies, including housing providers, substance misuse agencies and health services, to ensure a comprehensive package of support is being offered. Support can be provided up to a maximum of 1 year.



Message from the Recruiting Manager

Thank you for your interest in this role.

The apprentice role sits within our Early Intervention & Prevention team and you will work together to deliver brief interventions and low level support to young people accessing our service. You will be supported by an experienced team who will help you to build on existing skills whilst learning new ones. As part of your apprenticeship you will undertake either Level 2 or 3 Customer Service through Calderdale College. There is no set college day and your tutor will visit you at work to set coursework and carry out reviews.

The role is 30 hours per week which is set over 4 days (Monday, Wednesday, Thursday and Friday). You will receive 30 days holiday and access to excellent training.

We look forward to receiving your application

- Vicky Bogg, YPASS Manager



Job Description

REPORTS TO: Scheme Manager

Opportunity to start a career in Health and Social Care. You will be trained to the highest standard and work as part of the team. You will oversee the referral and assessment module and support young people (aged 16-25) who are homeless or at risk of homelessness via our Drop-in and telephone support. You will assist our Early Intervention & Prevention coach to provide a range of housing related support services to clients including registering with housing providers, bidding for properties, applying for grants, independent living skills, access to other services including housing, training and education and health promotion

RESPONSIBILITIES

- Work in a professional, but friendly and courteous manner with staff and clients.
- Converse with people face to face or over the phone and record any messages, ensuring they are passed to the correct recipient and being proactive in dealing with client/professionals queries where possible
- Input referrals on to our system along with assessment Interviews that either you or support coaches have carried out. These ensure clients meet the service criteria and to highlight financial, physical, emotional, educational, tenancy and other support needs. There will be opportunities to carry out assessments with staff and on your own depending on how confident you are
- Assist the team to ensure that services are culturally sensitive and meet the needs of minority ethnic communities.
- Help engage clients with Client Involvement activities
- To have regular contact with clients, to work towards achieving their identified goals and ensuring their highlighted needs are met.
- To produce, maintain and record accurate, up to date information relating to clients and their support needs, including details of all contact and work done with clients.
- Assisting workers to promote an inclusive, positive and proactive approach for clients, families and significant others where appropriate.
- Assist workers to provide practical support in promoting independent life skills e.g. Housekeeping, budgeting, cooking, shopping, dealing with repairs and maintenance issues.
- Assist workers to encourage clients to maintain healthy and active lifestyles
- Demonstrate a commitment to the organisation's vision, values, aims and core objectives and to be prepared to contribute towards and promote these aims within your area of responsibility and the wider organisation
- Demonstrate commitment to ensuring and promoting equality and diversity, treating others with dignity and respect at all times.
- Undertake relevant training as required
- Undertake the above duties in accordance with Horton Housing Association's policies, procedures and values
- Comply with the Health & Safety policies in operation within the organisation and participate in required statutory and corporate training as required.



- Ensure compliance with relevant data protection legislation
- Perform any other duties from time to time that may reasonably be required

Note: This is a job outline only and seeks to set out the principal purpose and functions of the role; it may therefore be subject to change.

Person Specification

ESSENTIAL

Essential for Horton Housing:

- Ability to maintain professional boundaries
- Commitment to Equality, Diversity and Inclusion
- A willingness to undertake any further training required
- Ability to work flexibly to meet the needs of the service/department
- DBS check before start

Essential for the role:

- Hardworking and have the ability to work in a busy environment
- Competent IT user including Microsoft Office (Outlook, Word, Excel)
- Punctual and reliable.
- Excellent communication skills and approachable and friendly.
- Non- judgmental personality and the ability to work in a small team

DESIRABLE

- A* - C in English and Maths (or the equivalent level qualification) desired but not essential

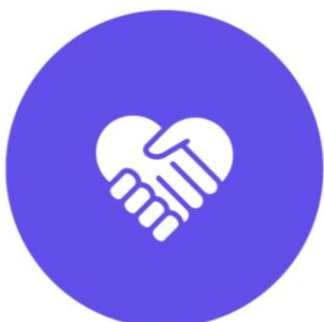


Our Values



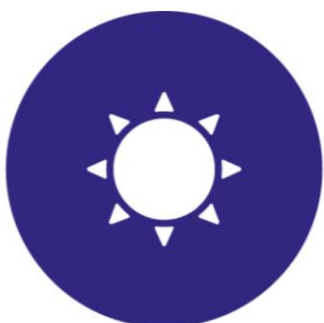
Be Supportive

We are kind, helpful and caring. We create safe spaces where people are listened to with compassion, empathy and understanding.



Be Respectful

We are inclusive and approachable. We work together in an open and transparent way to build trust and understanding.



Be Bold

We are positive, empowering and resilient. We are ambitious and work flexibly to provide opportunities for growth.

Our Commitment to Equality, Diversity and Inclusion

HHA aims to be an equal opportunities employer. HHA is committed to ensuring that no job applicant or colleague receives less favourable treatment on the grounds of a protected characteristic, criminal history or any factors irrelevant to a person's ability to do a job, at any stage of the recruitment process or in the terms and conditions offered. We are committed to equality of opportunity, to being fair and inclusive, and to being a place where everyone belongs. To achieve this we are committed to actions that will increase diversity and to encourage applications from candidates who are underrepresented in sections of our workforce. We are a Disability Confident and Clean Sheet Employer.



What can you expect from working at Horton Housing Association?

Community Culture

At Horton Housing, our working culture is one based on trust, respect and inclusion. We focus on open communication, starting from the very top with consistent communication from our Chief Executive Officer (CEO). With regular meetings across schemes and departments, we really are a community who can rely on each other.

Personal Growth

We offer a multitude of development opportunities for our colleagues, including: funded qualifications, job shadowing, secondments, and internal promotions or movements across different schemes and departments.

Wellbeing

We know that work/life balance is at the heart of employee wellbeing. That's why our full time work week is only 35 hours, and we offer flexible working where possible. We also offer 6 weeks holiday (+ Bank Holidays) so you can spend more time doing what you love.

We're partnered with Health Assured to offer you free counselling available 24/7, a confidential helpline, and an app offering a range of wellbeing resources (health plans, meditation, recipes, and podcasts).

Because Financial Wellbeing is as important as mental wellbeing, we also offer an interest free employee loan scheme up to £1200.

Taking Pride in Our Vision

At Horton we always strive to deliver the best and meet the highest standards – whether this be our accommodation, support, maintenance or central services teams. We value the unique skills and experience that each of our colleagues bring to help us achieve our ambitious goals.

Empowering You to Succeed

HHA is a Strength Based Organisation, and just as we recognise the people we support to be experts in their own lives, we recognise our colleagues as experts in their roles – and encourage everyone to work with autonomy and pride. To help you reach your potential with us, we offer a range of internal training courses, including a thorough induction when you start.

Colleague Engagement

There are lots of opportunities to get involved at Horton, with a Wellbeing and EDI group open for anybody to join and have their say. We also post good news and announcements across the organisation on our SharePoint. You may even be interviewed for our quarterly magazine!

Did you know: Our CEO started with HHA as a Support Worker and worked all the way up!



How to Apply

To apply for this role, please complete the application form in full via our website.

We shortlist based on each vacancy's job description. As such, please tailor your application to the person specification, stressing how you meet the essential criteria.

Contact us

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