

Dear Applicant

## **Duty Support Worker**

Thank you for your interest in the above position.

Full details of the position are included here. An application form is available for download from our website at [www.ymcadoncaster.org.uk](http://www.ymcadoncaster.org.uk)

We also encourage you to read our website and find out more about us and our work.

## **Submitting Your Application**

All applications must be on the YMCA Doncaster application form. CVs and other forms of application will not be considered.

By Post:  
Stacey Pearson  
YMCA Doncaster  
Wood Street  
Doncaster  
DN1 3LH

By Email:

[stacey@ymcadoncaster.org.uk](mailto:stacey@ymcadoncaster.org.uk)

If sending via email, your application must be in Word or PDF. Please do not send skydrive links or similar.

## **Closing Date and Selection**

We are looking to appoint as soon as possible. Please apply as soon as you are able to do so.

Shortlisting is based on our Person Specification (see page 3 of this pack), and your application should include clear examples of how you meet each one of our criteria.

Please note that we are only able to contact shortlisted candidates. If you do not hear from us within three weeks of applying, you've unfortunately not been successful on this occasion.

## **Questions**

If you are considering making an application yourself, and you've not been able to find the answer to your query by reading the information provided here and on our website, please email your question to [olivia.burton@doncasterymca.org.uk](mailto:olivia.burton@doncasterymca.org.uk)

## **Direct applications only - strictly no recruitment agencies**

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YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create inclusive and energising communities where young people can truly belong, contribute and thrive.

## **Job Description – Duty Support Worker**

### **Job Purpose**

To provide support for clients at the YMCA's Supported Housing project for young people aged 16 to 30, and to contribute to the running of the project as required. To take responsibility for a small caseload of up to six individual clients and more during times of vacancy or absence of full time Keyworker / Coaches.

### **Main Responsibilities**

To participate in a varied rota contributing to the operation of a 24 hour, year round drop in provision for resident clients, including the provision of support with neighbour disputes, licence compliance, behavioural difficulties, finance and similar, and to ensure the appropriate formal measures are taken in relation to interventions.

To ensure that client areas are safe and harmonious through conducting pro-active patrols and dealing with issues as they arise.

To assist in making sure that rooms are available for use, carrying out practical tasks as needed.

To provide support for designated non-resident clients, particularly those on resettlement programmes.

To take responsibility for small caseload of up to six clients, using prescribed methods to set, monitor and report on their progress.

To cover a wider caseload at times of vacancy or absence of full time Keyworker / Coaches.

To promote YMCA Doncaster's other services to clients at the appropriate time.

To work independently within set procedures.

To offer flexibility in both patterns of work and duties undertaken.

To develop and maintain appropriately professional relationships with members, users and with other staff, and to maintain absolute confidentiality at all times.

To represent the Association positively in all relationships, both internal and external.

To work within the policies and procedures of YMCA Doncaster, and to contribute to their development.

To cover other duties where necessary in times of absence or vacancies.

Other reasonable duties as required from time to time by the Line Manager.



## Person Specification – Duty Support Worker

### Please Note

This is the most important part of the Application Pack. Your application should address these points as clearly as possible. Our selection will be based on the criteria here.

- A good standard of basic education.
- Able to work alone for extended periods of time and to be self-motivated.
- Able to use Microsoft Word effectively.
- Able to communicate clearly in writing and face to face.
- Able to carry out monitoring patrols across indoor and outdoor areas including four floors and two stairways, and to deal with any issues arising as necessary.
- Able to carry out cleaning and basic DIY tasks if necessary.
- Experience of reacting appropriately in challenging situations.
- Experience of work with young people.
- Able to work positively with young people and ensure that they achieve significant progress.
- Able to operate within set procedures.
- Experience of maintaining confidentiality and appropriate relationships, and a clear understanding of the importance of those.
- Able to work to the Ethos and Values of YMCA Doncaster and demonstrate how the role contributes.
- A flexible attitude to working hours, including the ability to work varied and unsociable hours, and a willingness to cover for other staff at very short notice.
- Able to represent the Association positively, professionally and with credibility.
- Able to demonstrate learning through a range of formal and informal learning opportunities.
- Reliability, loyalty and integrity.



## **Main Terms and Conditions of Employment – Duty Support Worker**

### **Rate of Pay**

£7.79 per hour, paid weekly in arrears. £8.12 following satisfactory conclusion of the Probationary Period.

### **Hours of Work**

An average of 40 hours per week, with overtime available from time to time.

This post has variable hours, including daytime and night shifts. There is no regular pattern of work.

You will almost always be working alone.

Shifts are usually, but not always

Monday to Friday – either 10.45pm to 8.15am, 8am to 4pm or 3pm to 11pm.

Saturday and Sunday – either 8pm to 8am, or 8am to 8pm.

Bank Holiday and weekend work is a regular part of the job and paid at the normal rate.

Shifts are normally notified a minimum of one week in advance.

### **Pension Arrangements**

A stakeholder pension scheme is available. Following the probationary period, a matching contribution of up to 3% is available from the YMCA.

### **Paid Leave Entitlement**

5.6 average working weeks per year, rising to 6.6 over five years.

No more than two consecutive weeks can normally be taken together. All applications for leave must be submitted in advance and are subject to acceptance according to the operational needs of the YMCA.

The holiday year runs from the start of April each year. Any member of staff starting or leaving part way through the holiday year will have a pro-rata holiday allocation.

### **The appointment is subject to**

- A medical declaration
- A probationary period of six months
- A Disclosure from the Disclosure and Barring Service
- Two satisfactory references, one of which must be from the most recent employer. We expect references to cover the most recent three years' employment history as a minimum.

