



## Role Profile

### WHAT I AM ACCOUNTABLE FOR:

- **Develop, implement, and regularly review personalized support plans** that focus on young people's unique needs, strengths, and aspirations.
- **Provide practical support for daily living**, ensuring young people can live comfortably in supported housing by assisting with tenancy management, property maintenance, income handling, and addressing issues such as anti-social behavior.
- **Facilitate informed decision-making** by supporting young people to participate in house meetings and promoting choice and engagement in their living environment.
- **Apply and maintain effective strategies** to manage and respond to challenging behaviors consistently and constructively.
- **Deliver a high-quality rent and service charge collection process**, including monitoring accounts and maintaining proactive communication with young people about payments.
- **Support young people in accessing housing benefits and other entitlements**, ensuring they can meet rent and service charge obligations.
- **Coordinate support from external agencies** where necessary, fostering young people's engagement with relevant services and resources.
- **Promote personal development and independence**, encouraging young people to participate in activities that enhance their control over their lives.
- **Manage the timely turnaround of empty properties**, ensuring maintenance is completed, referrals are managed effectively, and new tenancies are signed promptly.
- **Maintain accurate and up-to-date client records**, ensuring confidentiality and compliance with Turning Point standards.
- **Ensure adherence to health and safety standards**, creating a safe and compliant environment for young people and colleagues.
- **Operate independently, making operational decisions and resolving issues** while maintaining accountability to the team and Turning Point policies

### HOW I OPERATE:

- I communicate effectively and confidently, with team members, our People We Support and key stakeholders.
- I am committed to driving the success of the organisation
- I treat all team members, and stakeholders, as valued individuals,
- I maintain respect and professionalism in all situations.
- I embrace change and am adaptable to changing circumstances
- Foster a positive, collaborative team environment

### WHAT I NEED:

#### Skills\Knowledge

- Proven verbal and written communication skills with the ability to tailor the message to the audience.
- Collaborative team working skills
- Able to work flexibly
- Adaptable and able to work in a challenging and changeable environment
- Ability to deliver against agreed objectives/targets