|  |  |
| --- | --- |
| **Job Title:** | MainStay Project Worker |
| **Responsible to:** | Director of Quality and Policy |
| **Responsible for:** | N/a |
| **Hours of Work:** | 37.5 hrs per week (flexible working hours can be agreed) |
| **Location:** | YMCA Liverpool & Sefton – Leeds Street. |
| **Salary and benefits:** | Starting salary of £24,805-£26,800  Holiday entitlement is 25 days plus bank holidays |

YMCA Liverpool and Sefton is a registered charity and company limited by Guarantee. We were founded in 1846 and so we build on a long history of providing a place for people to find acceptance, community and activity. We provide services across the YMCA work streams of **accommodation, family work, health and wellbeing** and **training and education**.

Our **accommodation** offer is made up of: supported accommodation for people experiencing homelessness; intensive support for individuals with complex needs; move on accommodation for individuals closer to independence; specialist service for individuals with mental ill health and a young offenders service.

The offer around **family work** includes: An Early Years Foundation Stage nursery in Southport; 2 x Liverpool based refuges for women and children fleeing or at risk from domestic abuse.

Our work around **health and wellbeing** includes a large leisure centre in Southport and targeted health interventions.

Within the **training and education** workstream, we deliver therapeutic horticulture, animal care and low impact sports at our Dutch Farm project based in South Liverpool.

**Our Mission** is to inspire and support people by:

* promoting choice and independence
* valuing the individual
* maximising potential
* instilling hope

**Main purpose of job:**

As part of an existing MainStay team the successful applicant will provide support to services and system users of the MainStay system. Your role will monitor use of the system and provide training and guidance where appropriate. Your role will also produce reports for services and commissioners as well as help further develop the system**.**

**Hours of Work**

The hours of work are 9-5 Monday-Friday (including some bank holidays), although flexible working hours may be agreed.

**Main Responsibilities**

To ensure system users, service users and outside agencies receive high quality customer service.

To prepare and deliver training to groups of system users.

To produce timely and accurate reports for commissioners and services.

**Specific Duties**

Providing system administration and help desk support to system users of MainStay and related systems, responding to queries received via telephone and email.

To provide help and assistance to service users and agencies by providing relevant information and signposting.

Monitoring and Auditing of MainStay system to ensure compliance with contractual obligations. This will include highlighting performance issues and providing system guidance where appropriate.

Creation and compilation of reports for services and local authorities.

Assisting MainStay team ensure that Information Sharing Protocols are followed by system users.

Preparing and delivering system training for system users, including the creation of guidance materials.

Attending meetings with commissioners and services on behalf of MainStay.

Further developing the system and accompanying processes in consultation with existing services.

To take and disseminate meeting minutes as required. Preparing documentation needed for meetings.

Work flexibly to meet the changing needs of the organisation.

Undertake any other duties that may be reasonably requested.

**Professional Practice and Development**

Attend regular supervision sessions with the Director of Quality and Policy in accordance with the supervision contract.

Maintain good professional practice and ensure ongoing development, through use of supervision and training.

Respect the confidentiality of service users using the service and be responsible for the security of personal and confidential information.

Carry out all these duties within the organisation’s safety guidelines

**Person Specification – MainStay Project Worker**

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Qualifications** | GCSE Maths and English or equivalent | Excel Level 1  Training Qualification |
| **Experience** | Experience of customer service or support.  Experience of delivering training/presenting. | Experience of working in homeless services  Experience of MainStay |
| **Knowledge** | Knowledge of Excel  Knowledge of Database Management | Knowledge of MainStay/Homeless Services  Knowledge of GDPR  Knowledge of work based Health and Safety issues |
| **Skills** | Excellent written and oral communication skills  Ability to collate data and manage database packages  Organised, with excellent planning and time management skills  Strong and demonstrable people management skills  Ability to produce and analyse reports.  Ability to deliver training.  Must be computer literate in MS Word, MS Excel, MS office and have the ability to learn new software packages.  Ability to work as part of a team  Ability to provide high quality customer service.  Ability to prioritise and manage own workload |  |
| **Behaviour/ attributes** | Develop a strong culture in accordance with YMCA Liverpool and Sefton values  Develop and sustain excellent working relationships with system users, partners, the city council officers and commissioners.  Enthusiastic, self motivated and passionate about their work.  Demonstrate flexibility, adaptability and ability to work as part of a team.  Ability to work within the ethos and philosophy of the YMCA  Credible, Trustworthy, Reliable, Team worker |  |