**Job Title: Young Person Service Project Worker**

**Role Purpose:** To assist in the day to day running of a supported housing project for young people aged 16 to 25. To help young people to prepare to live independently once they leave the project.

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| **About the role**  One of our core priorities across all parts of the business is delivering an excellent experience every time to every customer, internal and external. Our values are: deliver on promises; give respect; be accountable; show kindness. You will make them a central part of your work at Catalyst.  **In particular:**   * You will engage young people in the programme of support offered by the project. * You will offer support to young people to achieve their goals. * Adhere to the projects safeguarding and protection from abuse procedure. * Plan and deliver regular fun and meaningful activities for young people living at the project. * You will liaise with a wide range of external agencies. * Help keep the project clean and tidy at all times, incuding cleaning and decorating empty rooms when necessary. * You’ll ensure that all health and safety requirements are met. * You will monitor rent accounts and follow the projects arrears procedure.   **About you:**   * You will be totally committed to delivering excellent customer experience – embodying our values every day in the way you deal with customers and colleagues. * You will possess a strong desire to work with vulnerable and complex young people to achieve positive outcomes. * You’ll be able to commit to working over night and unsociable hours on a rota basis. * You will have the ability to work alone and as part of a team. * You’ll have the ability to create good professional working relationships with young people. * You will be able to confidently deal with tense and difficult situations. * You will be physically able to complete some manual work and to regularly climb stairs. * You will have good communication and IT skills (Word / Excel) * Ideally you will have experience of working with young people, an understanding of safeguarding and knowledge of the benefit system * This role requires a full driving licence and use of a vehicle (depending on which project you have applied for) and an enhanced DBS check   **Colleagues are responsible for their own health and safety, ensuring a safe working environment for everyone**. |