

# Recruitment Guide

WELCOME TO



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# Introduction to Humbercare Young Peoples Accommodation Service

Supported Lodgings Providers form an integral part of the Humbercare Young Peoples Accommodation Service. Humbercare supports and values all the work undertaken by its Supported Lodgings Providers.

The service recognises it has a responsibility to employ good practice in its service provision to young people and teenage parents. Supported Lodgings Providers are expected to provide an acceptable standard of performance at all times and to work in accordance with all current operational policies and procedures. To assist this, Humbercare is committed to the effective training, personal development and supervision of Supported Lodgings Providers.

To ensure quality service provision, Humbercare will monitor the service provided by Supported Lodgings Providers through its own quality assurance standards on a regular basis. If a Supported Lodgings Provider fails to meet the required standard, Humbercare will take appropriate action as deemed necessary.

Young Peoples Accommodation Service is part of a charitable organisation which provides accommodation to vulnerable young people aged 16-21 and are assessed as young people at risk/ in need. Additionally, Humbercare for 20 years have provided parent and baby placements to support the young person develop parental skills to meet the needs of their child in accordance with care plans in place agreed by the local authority and the assessment framework, domestic life skills and independent living towards maintaining and securing a tenancy.

The accommodation is provided in the form of a network of Supported Lodgings Providers who are recruited and supported in the local community and who offer a room in their own home.

The service enables the provision of additional accommodation which is community based, cost effective and provides an alternative resource to traditional hostel provision and other institutional forms of accommodation including Local Authority Care.

The role of the Supported Lodgings Provider is to provide young people with a safe, caring, supportive home either on a short term or long term basis. The aim of the service is to provide young people with an environment where they can develop their own identity and potential and enable them to acquire the necessary life skills. For example, personal care, cooking and laundry skills and money and budgeting skills which will equip them for independent living and adult life.

The service aims to successfully match Supported Lodgings Providers with suitable young people/parents/child all of whom have differing needs and require varying levels of support and care. This is reflected in the different skills and commitments of the Supported Lodgings Providers that Humbercare recruit.

The service provides ongoing support, advice, information and training as required, to Supported Lodgings Providers. The staff at Humbercare also have a practical knowledge of a range of legislation relevant to accommodation provision and can refer onto more specialist agencies where appropriate.

# Criteria for a Supported Lodgings Provider

- ◆ The Supported Lodgings Provider is expected to provide accommodation which is clean and comfortable with support and care
- ◆ All young people/parent/child placed should have their own room
- ◆ The room must include bed, storage for clothes (wardrobe, chest of drawers), clean bedding must also be provided weekly. It is hygienic and advisable to have a protective cover for the mattress.
- ◆ Three meals must be provided daily. Meals should be balanced, nutritious and have space to be hygienically prepared allowing for some choice in respect of individual preferences; for example providing vegetarian food and allowing for restrictions from culture or religion and meeting a healthy diet for the child.
- ◆ If the care, accommodation and meal provisions fall below the standard that Humercare expect from a Supported Lodgings Provider, then Humercare reserve the right to exclude them from the service at any time.
- ◆ The Supported Lodgings Provider is expected to abide by the Humercare Young Peoples Accommodation Service Equal Opportunities, Health and Safety and Confidentiality Policies
- ◆ The Supported Lodgings Provider must recognise the distinct roles and responsibility of the following: Supported Lodgings Provider, Team leader/ Tenancy Support Assistant, Social Worker/ Key Worker and Young Person
- ◆ The Supported Lodgings Provider is responsible for their own insurance i.e. Building, contents and occupiers liability. Any damage caused by a young person either accidental or malicious will be evaluated using the established foster care claims process. The Young Peoples Accommodation Service expects Supported Lodgings Providers to take adequate precautions against fire. All Supported Lodgings Providers must have smoke alarms within their homes that are in full working order & are regularly checked.



## **Process of Recruitment for Humbercare Supported Lodgings Providers**

Firstly a Humbercare member of staff will take your details and provide a brief description of the service and Supported Lodgings Provider Role. Then you can consider the role and Humbercare will contact you back to arrange a meet and greet.

At the meet and greet, which will be at a Humbercare Young People's Accommodation Service you will meet staff and will be given:

- a recruitment booklet,
- Humbercare leaflet
- Humbercare Young Peoples Accommodation Service project brief all with information and guidance on:

Also staff will discuss with you more indepth:

- The role of a supported Lodgings Provider
- The paperwork that is required to be completed during recruitment, within the responsibilities of Humbercare and your responsibilities.
- Training
- Support for Supported Lodgings Providers from Humbercare.
- The matching process of yourself and a young person

After the meet and Greet you will leave with the booklet to read at your leisure and leaflet with contact details. Therefore, giving you time to consider and contemplate the role as a Supported Lodgings Provider. You are welcome to contact Humbercare at any time for any further advice and guidance.

Humbercare will contact you within two weeks, if at this time you feel that you would like to take on the role as Supported Lodgings Provider with Humbercare, then the recruitment process will begin. You will have assistance throughout and you can contact Humbercare at any time.

When the recruitment paperwork is completed you will then be signed off by Humbercare manager, stating you are suitable to support young people as a Supported Lodgings Provider.

To offer and provide you with more guidance and advice of the structure and placement expectations also support, you will be given a Supported Lodgings Provider handbook.

The next part is the matching process with a young person, this will be carried out by the team leader and we hope to place a young person with you within two weeks of acceptance as a Supported Lodgings Provider.

Humbercare Supported Lodgings Provider meet every six months. This is a gathering for the Supported Lodgings Providers to come together and discuss the service and their role, also to contribute to changes they feel the service required to support themselves and the young people they are supporting. If this is within the timescale of your recruitment, Humbercare will invite you to this and is beneficial to hear the thoughts of Supported Lodgings Providers.

# Recruitment Paperwork

RECRUITMENT PAPERWORK

The paperwork in place is detailed information that is requested by Humbercare, so Humbercare can recruit appropriate Supported Lodgings Providers. Paperwork included:

**Initial Inquiry Form** - This is completed over the telephone with yourselves and a member of the staff team at Humbercare.

**Application Form** - This will be sent to you to complete, if support is required please contact Humbercare. After this is completed then returned to Humbercare

**DBS Form** - This will be sent out to you to complete, also information included of evidence required to support DBS check. We also complete another check where Humbercare send your details to the local authority and they will check your details from their own system.

**References** - You are required to provide two references, Humbercare will contact these referees. One reference will be from an employee and another reference will be sought as a personal reference in regards to character.

**Assessment Portfolio** - This will be given to yourself to complete, support will be given by Humbercare as they will come to your home to discuss the assessment portfolio with you.

**Self-Assessment Medical Form** - This will be sent to you to complete and return to Humbercare.

**Home Health and Safety Checklist**—This is completed at your home by a Humbercare Team Leader, documents will be requested from you but this will be explained prior to the home visit.

**Policy Document** - This document informs of the policies and procedure of Humbercare, they will support you within your role, The policies are updated every year to keep up to date with changes.

**Interview with Children**—If a supported Lodgings Provider has children living with them then, we speak to the children to discuss their thoughts and feelings on potential placement for young people.

**Independent Assessors Visit and Summary**— Humbercare manager will complete a home visit with yourself to discuss your offered placement and write up their recommendations if any.

**Supported Lodgings Providers Confirmation Letter**—After all the above is completed then you will receive a letter confirming you have been accepted as suitable for the role as a Supported Lodgings Provider.

# Housing benefit claim procedure

Housing benefit claim is put in place as soon as the young person turns 18 years old, the start of the claim will be 2 weeks prior to their birthday. However there are situations where a housing benefit claim is put in place when they are under 18 years old, this will be explained prior to placement allocation.

Supported lodgings provider will be paid depending on young person financial situation:

## **Claiming income support / Job Seekers Allowance / receiving a personal allowance or receiving a low income**

£25.00 contribution from young person weekly

4 weekly payment from housing benefit

1 weekly payment from Humbercare.

## **Young People in accessing full time employment**

When a young person is in employment, then their housing benefit claim will end or reduce. Therefore a payment plan coinciding with their financial situation will be means tested and put in place.

An example of this is if a young person earning £800.00 a month.

Young person will pay Supported Lodgings Provider £50.00 week (including £25.00 usual contribution)

A weekly payment from Humbercare.

# Support For Supported Lodgings Provider

The role of the Team leader/ Tenancy Support Assistant is to liaise with and offer support to Supported Lodgings Providers to ensure effective placements for young people. Similarly, Supported Lodgings Providers need to liaise directly with the Team leader/ Tenancy Support Assistant in matters relating directly to any placement.

It is the duty of the Team leader/ Tenancy Support Assistant to keep individual Social Workers informed of all developments appertaining to young people. It is hoped that, with time, Supported Lodgings Providers will develop a relationship with an allocated Social Worker where they feel able to approach them directly on issues that are not connected with accommodation.

The Scheme also assists Supported Lodgings Providers to access other relevant support agencies and services that can provide additional advice and guidance..

Supported Lodgings Providers meetings are also convened which provides an opportunity for peer support and an exchange of information. These are planned 6 monthly,

Supported Lodgings Providers will be inducted & expected to attend mandatory training courses. Regular training courses are also offered which Humbercare encourages Supported Lodgings Providers to attend. Supported Lodgings Providers are supplied with a training booklet.

Supported Lodgings Providers and the Team leader/ Tenancy Support Assistant maintain contact through regular visits which enables support, advice and assessment of the placement from both perspectives.

Supervisions with Supported Lodgings Providers are every 4 to 8 weeks this will be arranged with your support worker to confirm, however we state that newly recruited Supported lodgings providers are supervised every 4 weeks to support ty you within your role.

An out of hours on call service is also available to Supported Lodgings Providers should any issues occur out of office hours, where advice and guidance can be sought.

Prior to placement you will receive an information sheet with all relevant information in regards to the young person. I.e. G.P and Social worker.

Relevant contact details will also be provided.



# The Matching Process

Young People referred to the service have a named Social Worker who will continue to support the placement throughout. On acceptance to the service the young person will have an informal interview with Humbercare to determine individual likes and dislikes, needs, strengths and areas for development.

Arrangements are made for face to face introductions between young person and the Supported Lodgings Provider. Also it can be arranged for tea and overnight stays—this enables the Supported Lodgings Provider and young person to get to know each other.

This also supports the transition for the young person living within a different environment, and supports the Supported Lodgings Provider developing a new relationship.

The young person and Supported Lodgings Provider have the final decision if they feel the placement will meet the needs of the young person. This approach Humbercare respects the decisions of the Supported Lodgings Provider, having a knowledge of their home environment and additionally empowers the young person in decision making.

The placements are there to offer a young person start through the journey into adulthood.

