

## About JAYF

JAYF is a charity founded in 1961 in Jersey. We are committed to helping young people experiencing homelessness by providing safe, secure accommodation. Our aim is to work proactively with young people facing complex barriers to help develop the skills they need to live independently.

JAYF has four hostels, offering supervised, furnished bedsit or small studio type accommodation for 26 young adults.

Each hostel has a resident House Supervisor. In addition, it has three one-bed flats in one house offering independent living. Rooms are equipped differently in each hostel, but all have basic bedroom furniture, domestic appliances and bedding and towels. Residents have access to kitchen, bathroom and laundry facilities where personal hygiene products and basic food and store cupboard items are provided. Residents stay on average between 6 months and 3 years.

JAYF uses an attachment-aware approach and trauma-informed practice to build support for its young residents. We co-operate and affiliate with like-minded organisations to support the coordination of Jersey's homeless strategy. We are independent of government, with funds coming from the rent of residents, fundraising events, grants and the generous public and private sector.

## Our Mission

- To provide safe, affordable, supportive, supervised short- and medium-term accommodation to young individuals between the ages of 18 and 25 who might otherwise be homeless in Jersey.
- To provide holistic, person-centred, responsive, flexible, quality support, in a positive environment where issues connected to homelessness can be addressed.
- To provide a degree of stability and security as a stepping stone to enable residents to find employment and find more permanent accommodation.
- To empower residents to achieve their goals and get access to appropriate services.

## Our Values

JAYF works proactively assisting young people facing complex barriers in their lives including systemic inequities and discrimination that lead to disadvantage and marginalisation.

JAYF believes a young person's circumstances should not define their future and that given the right support, everyone can reach their true potential. JAYF's statement of values underpins and guides our practice; service delivery; individual and organisational behaviour.

## Role Summary

**Job title: Residents Coordinator**

**Salary:** £32,000 - £36,000 depending on experience.

**Allowances:** £1,000 per annum on call allowance; in event of call out, additional pay in accordance with on call policy.

**Contract:** Permanent, 35 hours per week. Part time also available.

**Hours:** To be defined with post holder, mainly during Monday – Friday 8am – 8pm with occasional weekend work for events or meeting with residents as required.

**Place of Work:** Across the accommodation centres run by JAYF (five locations as of June 2024).

**Main Purpose of the Job:** To oversee and coordinate the provision of accommodation for homeless young people, aged 18-25 years old.

**Reports to:** CEO

**Hours of work:** 35 hours per week. Additional out of hours work may be required on a call rota, as defined / agreed in the out of hours policy/on call rota.

**Holidays:** 25 days holiday per annum plus 8 public holiday per annum (pro-rated)

## Role Overview

The Residents Coordinator will be responsible for following JAYF's mission, purpose, vision and values.

Reporting to the CEO, the role of the Residents Coordinator will be to coordinate the provision of accommodation for homeless youth, aged 18-25 years old, oversee the occupancy rates and to follow the initial assessment, induction and departure procedures, supporting JAYF's mission to make a positive impact on the lives of those we serve as well as driving the charity's growth and impact.

## Main Responsibilities

1. Deliver JAYF's statement of purpose and ensure that each young person is provided with a safe, secure, and caring home environment. Working with young people, these may include young people in need of care and/or protection, young people with emotional, psychological and/or mental health issues and neurodivergent young people.
2. Plan, organise and be responsible for the day-to-day functioning of each accommodation centre.
3. Liaise with people who contact JAYF regarding our services, their carers, appropriate professionals and professional groupings, including the Income Support Department to facilitate rent payments to JAYF when appropriate. Communicating as necessary, the

range of services and resources available.

4. Oversee the occupancy rates within the accommodation, follow the assessment criteria for potential residents and then the induction and departure procedures for residents.
5. Liaise with House Supervisors on matters related to the residents and the accommodation.
6. Assist in the operational management of the House Supervisors and JAYF team. To support leadership by implementing organisational strategies, to enable objectives of JAYF to be achieved. Provide guidance, coaching and mentoring to maintain the highest standards of personal and professional conduct, adherence to relevant policies, procedures, legislation and ensure staff wellbeing. To escalate to and coordinate with your / their line manager where staff need to receive appropriate induction, supervision and appraisal, implementing relevant HR procedures where capability and attendance issues become apparent.
7. Regularly inspect and report on the condition of the structure, fabric, furnishings, and fittings of the buildings to ensure that all necessary equipment is in good working order and of a reasonable and acceptable standard of repair.
8. Follow and input into setting standards within the accommodation; support in securing improvements in the quality of services provided by JAYF. To contribute to the development of service initiatives, aimed at improving the service provided by JAYF.
9. Attend, when requested, bi-monthly JAYF Committee Meetings, providing updates and taking questions from the Main Committee Members.
10. Be available “on call” to complete the responsibilities of the role and flexibly approach working hours into evenings and weekends if needed.
11. Support and complete, as needed, other JAYF activities such as admin, grant requests, social media updates, attending events or being involved in campaigns and other tasks required in the smooth running of the charity.

### General

- Work in accordance with the values, policies and procedures of JAYF, especially GDPR, Confidentiality and Equal Opportunities
- Ensure that all information about young people is treated in the strictest confidence in line with data protection, relevant disclosure and consent policies, and information sharing protocols and procedures.
- Follow risk assessment policies and procedures, actively identifying and managing potential and actual risk
- Ensure that all Health and Safety Regulations are followed in accordance with JAYF policies, procedures and practices.
- Attend training and other personal development events as required

### Essential skills and experience

- Formal qualifications/ training or experience in working in similar role.
- Able to critically assess information and summarise accurately needs and risks
- Excellent time management and organisational skills with ability to prioritise workload effectively and manage complex issues.
- Ability to work with a range of people including residents, supporting agencies and other stakeholders, creating positive professional relationships
- Strong communication and interpersonal skills
- An understanding of the voluntary sector and community issues
- Strong commitment to the values of JAYF
- Enthusiasm, flexibility, and the ability to cope well under pressure
- A good team player who is able to support colleagues
- Ability to maintain professional boundaries
- Ability to work at weekends and evenings
- Entitled for Work status in Jersey

### Desirable experience

- Emergency First Aid at Work training
- Mental Health First Aider training
- Coaching/mentoring or counselling
- Working in safeguarding or in partnership with others to safeguard vulnerable people

### Additional Information

- The successful applicant will have been resident in the island for a minimum of 5 years and will be required to undergo an enhanced DBS check.
- The postholder will need to be aware of JAYF Confidentiality Policy and will be required to sign.
- The postholder must have their own means of transport
- The postholder's work may vary from day to day, according to circumstances, therefore, the principal accountabilities only form an outline guide to the working routine.
- Due to the nature of this role the postholder must be able to work on a flexible basis, including evenings, nights and weekends. The postholder must be willing to provide an on-call service when not on duty.
- This Job Description does not limit the duties of the postholder and JAYF may require.
- Please be aware by applying for this role, you will be exempt from the Rehabilitation of Offenders (Jersey) Law 2002 and full disclosure is required.