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**Job Description**

**Job Title:** Support Worker, Gateshead Home Projects (female)\*

**Responsible to:** Project Team Leader, Gateshead Home Projects

**Location:** Gateshead

**Salary:** Grade B: £22,144 per annum, plus anti-social hours payment of £650 per annum. The band goes up to £23,793 per annum, however, this is dependent on annual performance reviews.

**Total starting salary: £22,794 per annum.**

Plus sleep in payments of £55 per nightshift worked.

**Hours:** Full Time, 37 hours per week working to a 4-week rota pattern, including evenings and weekends.

**Unsocial Working:** Working hours include evenings and weekends. Flexibility is required around public holidays, and annual leave restrictions may be considered over the Christmas and New Year period.

**Benefits:** Oasis Community Housing operates a contributory group personal pension plan and, if eligible, you will be automatically enrolled into the Oasis Trust pension scheme. Currently all staff in our pension scheme are required to contribute a minimum of 2%. The employer contribution is currently set at 7%.

Oasis Community Housing life assurance policy, through Omnilife, is open to all staff who earn in excess of £6000 per annum.

25 days holiday per year pro rata, plus statutory holidays pro rata, increasing to 30 days per annum pro rata after 2 completed years’ service

**Job Purpose:**

To work as part of a team helping with all aspects of running the projects, motivating and empowering those being supported towards independent living in sustained tenancies within the community. To provide holistic support, including basic life skills advice, information and guidance, working closely in partnership with Children’s Services as relevant. To support individuals in moving on from projects, ensuring they have access to appropriate additional services.

**Organisation Context:**

Oasis Community Housing is a Christian homelessness charity based in Gateshead. Working across North East England and South London, our ambitious new strategy aims to widen our reach and amplify our impact for men, women and vulnerable families facing homelessness.

We help more than 1,000 people every year by providing housing, specialised support and, more fundamentally, a place where they feel they can belong.

Oasis Community Housing is part of the Oasis Charitable Trust group of charities, which has education and community development projects (UK and overseas) working to a common vision of creating communities in which everyone can thrive and reach their God-given potential.

We welcome applicants from all faiths or none, however, we ask that all employees understand and sympathise with the charity’s Christian vision, ethos and culture. For some specified roles, it will be an occupational requirement that a practising Christian is needed and this will be clearly stated in the Job advert and in the Job Description’s qualifications section. This post does not carry an occupational requirement.

**Project Specific:**

Our Gateshead Home Service comprises of:

Naomi project – an 8 bed 24 hour staffed project, and 4 dispersed flats for single women.

Elizabeth House – a nine-bed 24 hour staffed project for young mothers and their babies.

Karis project – supporting 6 young mothers housed in independent accommodation on a local housing estate. The service provides support, housing and resettlement services for young women at risk of homelessness in Gateshead. The primary age group is 16-25. This role is female only due to the requirement to work sleep in shifts within female only projects.

Staff are required to operate between all sites.

**Duties & Responsibilities:**

* Interview and assess applicants
* Provide support, advice and guidance to individuals
* Motivate and empower those being supported to work towards independence
* Provide creative, holistic support to a caseload of individuals
* Navigate difficult situations effectively and sensitively
* Accurate money collection and recording
* Accurate, timely and effective record keeping using IT Systems.
* Liaise with neighbours and various professionals relevant to the project
* Support individuals to move on from the project
* Regular cleaning duties within the project properties
* Support individuals to access appropriate external support services
* Represent the ethos and values of the Organisation to those being supported and to professionals
* Any other reasonable duties as required by the Project Team Leader
* To be able to work in any Oasis Community Housing projects as required

**Personal Specification/Key Competencies:**

**Qualifications:**

* Relevant qualification to NVQ 3 or equivalent, or willingness to undertake the qualification (essential)
* Other relevant qualifications (desirable)

**Knowledge and Experience:**

* Experience of working with young people in a paid or unpaid capacity (essential)
* An understanding of the benefits system including sanctions (essential)
* Knowledge of substance misuse and its impact (essential)
* An understanding of safeguarding and domestic abuse (essential)
* Experience of working with young mums and children (desirable)
* The ability to type and use software packages, i.e. Microsoft Office and type professional letters (essential)
* Experience drawing up support plans (desirable)
* An awareness of the impact of worklessness on young people (desirable)
* Knowledge of mental health and the impact of mental ill health (desirable)
* Sound knowledge of issues facing young people experiencing homelessness (desirable)

**Competencies:**

* Be able to manage time and resources effectively (essential)
* Be consistent and inspiring and inspiring trust in others (essential)
* Be able to develop effective working relationships and networks in difficult situations (essential)
* Have and be able to maintain excellent professional boundaries (essential)
* Be able to react calmly and professionally in a crisis and at times of heightened emotion (essential)
* Be able to work well individually but also as part of a team (essential)
* Be inclusive of people from all backgrounds and cultures (essential)
* Able to be flexible in working arrangements (essential)
* Be sensitive and diplomatic in difficult/emotional situations (essential)
* Have a positive outlook (essential)
* Have good listening skills (essential)
* Have a strong sense of team spirit (essential)
* Emotionally resilient (essential)

**Motivation:**

* Be in sympathy with the Christian ethos and values of the organisation (essential)
* Be committed and enthusiastic (essential)
* Be passionate about working with young people and young mums (essential)

\****Females only are required to work in our 24 hour residential projects, these posts are exempt from the Equality Act 2010, Schedule 9, Para 1.***