

Job Description

Title:	Relief Support Worker
Responsible to:	Project Team Leader
Hours:	<p>'As and when needed' basis, as required by the project and dependant on your availability. May include 'sleep in' shifts, evening and weekend work (dependent upon project needs). Due to the nature of the role it is likely that many shifts will include extended periods of lone working. You will have the option to sign out of the 48 hour limit on your working week.</p>
Salary:	Grade B: £13.32 (including London Weighting)
Benefits:	<p>Holiday entitlement is equivalent to 12.07% of the hours worked in each holiday year. Oasis Community Housing operates a contributory group personal pension plan and in accordance with the Pension Act 2008, if eligible, you will be automatically enrolled into the Oasis Trust pension scheme.</p>

Purpose of Job:

Working in Oasis Community Housing's supported housing projects on an 'as and when needed' basis; providing support to prepare young people for independent living in accordance with the aims and objectives of each project, and the ethos and values of Oasis Community Housing.

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 all 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.

Oasis Community Housing is a growing charity, with its Central Office in Gateshead and projects in London.

This post requires flexibility to work across our projects on an 'as and when needed' basis. However, females only are required to work in our 24 hour residential project; these posts are exempt from the Equality Act 2010, Schedule 9, Para 1.

There may be some slight variations in duties and responsibilities dependent upon the project(s) in which you work, however this Job Description is indicative of the type of tasks you may be required to undertake.

Duties & Responsibilities:

- Providing holistic support to Service Users including individuals who have moved on from our projects
- Interviewing and assessment of potential Service Users
- Signposting, researching and supporting Service Users to access other services and opportunities
- Liaison with stakeholders including external professionals
- Undertaking administrative tasks accurately and comprehensively, including handover, reporting, meeting minutes, use of the OCH InForm data system to record interactions with Service Users
- Facilitation and recording of group workshops and activities with Service Users
- Ensuring safeguarding policies and procedures are adhered to in your practices, and concerns are reported appropriately
- Ensuring confidentiality of personal data as specified in OCH policies and procedures, and in line with GDPR (General Data Protection Regulation)
- Ensuring the health, safety and security of all Service Users and visitors to projects; dealing with incidents in line with policies and procedures
- Providing oversight and support to volunteers and contractors; ensuring they are supervised as needed, and their interactions are safe and appropriate

Project Specific:

- Provision of housing related support
- Involvement in maintaining the building to the highest standard, including day to day assessment of risk, undertaking health and safety checks, reporting maintenance issues
- Issuing sanctions, including involvement in evictions, as guided by On-Call staff / Project Team Leaders
- Professionally handling project finances, including petty cash, and collection of service charges
- Undertaking one to one sessions with Service Users, including support planning, as needed
- Undertaking, and supporting Service Users to undertake, basic household and maintenance tasks
- Undertaking practical tasks, including preparation of rooms, cleaning, cooking
- Ability to work flexibly, as required, in any Oasis Community Housing project
- Any other reasonable duties as required by the Project Team Leader

Personal Specification/Key Competencies:

Qualifications:

- Relevant qualification to NVQ 2 or equivalent (essential)
- Other relevant qualifications (desirable)

Core Knowledge and Experience:

- Experience of anti-social working and/or shift work (essential)

- Experience of lone working (essential)
- Considerable experience working within supported housing projects or with those experiencing homelessness (essential)
- An understanding of the welfare benefits system (essential)
- An understanding of the pressures facing young people today, particularly homelessness and worklessness (essential)
- An understanding of the impacts of safeguarding issues, child protection, domestic abuse and sexual violence (essential)
- Experience of working within safeguarding policies and procedures, with clear appropriate professional boundaries (essential)
- Experience liaising with external professionals including statutory / voluntary agencies (essential)
- Proven organisational and administrative skills (essential)
- Competent use of IT i.e. Microsoft Office (essential)

Project-specific Knowledge and Experience

- Knowledge of drug and alcohol misuse and its effects (essential)
- Knowledge of the impact of Mental ill-Health (essential)
- Experience supporting individuals on a one-to-one basis, including creating support plans and delivering personalised support (desirable)
- Experience of needs and risk assessment (desirable)

Competencies:

- Be able to work flexibly, in order to meet the needs of service users, project and OCH; able to cover shifts at short notice (essential)
- Be able to manage and prioritise a demanding workload effectively, to multi-task and work unsupervised (essential)
- Be able to engage, relate to and motivate individuals (essential)
- Be able to react calmly, professionally and diplomatically in a crisis (essential)
- Be able to work on own initiative but also as part of a team; understanding the impact of comprehensive handover and good team work on others (essential)
- Be able to relate well to people of all backgrounds, experience and cultures (essential)
- Be able to cope with pressure and stress professionally (essential)
- Excellent communication and administrative skills (oral / written / IT based), including listening (essential)
- Tenacious and emotionally resilient (essential)

Motivation:

- Able and willing to actively embrace the ethos and values of the organisation (essential)
- Be passionate about working with young people / mums experiencing homelessness (essential)
- A self-starter who is motivated to rise to a challenge (essential)