

JOB DESCRIPTION

Senior Support Worker

- Responsible to:** Project Team Leader
- Location:** Oasis Community Housing, Southwark, working at properties across London Borough of Southwark
- Salary:** Salary Grade C: Starting salary is £24,150 per annum pro rata. plus London Weighting of £4,000 per annum (FTE), plus anti-social hour's payment of £650 per annum (FTE). **Total Starting Salary: £28,800 per annum.**
- Additional on call allowance: £20 per night, £25 for weekends and Bank holidays.
- Hours:** Full Time, 37 hours per week, working to a 4-week rota pattern, including evenings and weekends.
- 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, increasing to 30 days per annum after 2 completed years' service, plus statutory holidays and staff birthday off.
- Unsocial Working:** Working hours include evenings and weekends. Flexibility is required around public holidays and annual leave restrictions may be considered over Christmas and New Year period.
- Job Purpose:**
- To assist and deputise for the Project Team Leader with all aspects of the running of the project. To motivate and empower the young people using the service towards independent living in sustained tenancies within the community.
- Organisation Context:**
- Oasis Community Housing is a Christian homelessness charity. 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 is based in London.

Project specific:

Southwark North Service is an accommodation-based service funded by Southwark Council to provide supported accommodation to young people experiencing homelessness. The main office of the project is No.3 Peckham with a number of satellite offices across the Borough. The service provides support, housing and resettlement services for Southwark young people who have the status of being looked after children or care leavers, unaccompanied asylum seeking children (UASC), or young people at risk of homelessness.

The service will support young people to maintain and develop skills to live more independently in order to safely and successfully leave the service, reducing homelessness and the risk of homelessness.

The primary age group is 16-21, however individuals are accepted up to the age of 25 on a case-by-case basis.

The Senior Support Worker will assist the Project Team Leader in the day-to-day delivery of the project, deputising where necessary.

Duties & Responsibilities:

- To support the Project Team Leader with the coordination of support for residents
- To work closely with the Housing Management Team, liaising regarding;
 - The collection and recording of service charges and housing benefit,
 - Void turnarounds,
 - Repairs and maintenance - ensuring all properties are maintained to Oasis Community Housing standards.
- To work with Housing Management Team, liaising in the collection, recording of service charge and housing benefit.
- To support the Project Team Leader in organising staff rotas.
- To deputise for the Project Team Leader as and when required.
- To coordinate multi-disciplinary team (MDT) approaches to the support of young people in the projects.
- To lead in the interviewing and assessment of potential residents.
- To be part of the organisation on call management team to provide support to staff during unsocial hours

- To ensure holistic (mental, physical, emotional, spiritual) support is provided to the young people in accordance with the ethos and values of Oasis Community Housing.
- To maintain records needed to ensure excellent and consistent support provision, and support the staff team to meet those same standards; maintaining comprehensive case files, using the Inform data system, completing reports and assisting in the measurement of outcomes.
- To provide regular reports on the project including incident reporting, performance reports and management reports.
- To be involved with, and/or facilitate, group work activities e.g. Life and Employability Skills Workshops, Social Events, Personal Development Programme activities and keep records of such activities.
- To ensure safeguarding policies and procedures are adhered to in your practices, and that concerns are reported appropriately and expediently.
- To ensure effective liaison with the Health and Safety Officer whenever necessary
- To work in close partnership with colleagues from Southwark Children Services and other partner agencies; professionally representing Oasis Community Housing and the young people we support.

General:

- To work in a flexible manner, taking initiative and prioritising the needs of projects and the organisation.
- To attend regular supervision sessions with your line manager.
- To attend relevant training sessions as required by the role / your line manager.
- To actively participate in the wider life of Oasis Community Housing (prayer meetings, staff conference, retreats etc.)
- To support the Project Team Lead in the supervision of team members.
- Any other reasonable duties as required by the Project Team Leader.
- To participate in Oasis Community Housing's ethos and values and in the ongoing development of Oasis Community Housing's vision, mission, values and key strategies ensuring it is translated well into the projects.

Personal Specification/Key Competencies:

Qualifications:

- Relevant qualification to NVQ Level 2 (Desirable)
- Professional qualification in a related field (Desirable)

Knowledge and Experience:

- At least 2 years' experience as a support worker (Essential)
- Experience of using person centred support plans (Essential)
- Experience of participating in MDT meetings (Essential)
- Knowledge of drug and alcohol misuse (Essential)
- Knowledge of, and experience providing support, around mental health (Essential)
- Knowledge of gang affiliation issues among some young people (Desirable)
- Knowledge of issues facing unaccompanied asylum seeking children (Desirable)
- Experience of the issues facing vulnerable women including domestic abuse. (Essential)

Skills, Knowledge & Aptitude:

- Flexible and adaptable, able to respond to ongoing change and lead others through change (Essential)
- Ability to manage a varied workload (Essential)
- A mature and flexible approach; excellent emotional intelligence and self-awareness, with an ability to work calmly under pressure (Essential)
- Emotionally Resilient (Essential)
- Excellent interpersonal and communication skills, including the ability to build effective and professional working relationships with other organisations (Essential)
- Excellent organisational, time and resource management skills (Essential)
- Excellent IT skills and ability to effectively use computer software packages i.e. Microsoft Office (Essential)
- Ability to develop and maintain professional staff/people who are in residence boundaries.
- Ability to challenge inappropriate behaviour. (Essential)

Motivation:

- Passionate about ensuring excellent standards of support provision for the benefit of the people who use our services. (Essential)
- To have a heart for people and believe that everyone has the potential to change their life for the better given the right support and circumstances. (Essential)
- To have perseverance and never give up hope in those who use our services; instilling that hope into their daily lives. (Essential)

Please Note:

***This post carries an Occupational Requirement (OR) for the post holder to be a female as exempted in The Equality Act 2010**