



JOB DESCRIPTION

Gateshead Multiple Complex Needs Supported Housing and Emergency Accommodation Service

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| Job Title: | Support Worker – Nights |
| Responsible to: | Project Team Leader |
| Location: | Gateshead |
| Salary: | Grade B: £23,588 plus anti-social hour's payment of £737.84 per annum. Total starting salary of £24,325.84 per annum. |
| Hours: | Average of 42 hours per week, over an 8 week rolling rota period; to be worked in a shift pattern of 12-hour shifts. |
| Benefits: | <p>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%.</p> <p>Oasis Community Housing life assurance policy, through Omnilife, is open to all staff who earn in excess of £6000 per annum.</p> <p>25 days holiday per year, plus statutory holidays, increasing to 30 days per annum after 2 completed years' service.</p> |

Job Purpose:

To support the delivery of Oasis Community Housing's Gateshead Multiple Complex Needs Supported and Emergency Accommodation Service. The service provides supported housing, and emergency accommodation for those in Gateshead who have multiple and complex needs. The supported housing element will operate throughout the night, with waking Support Workers available on site to ensure the safety, security and support of residents. The service includes two supported housing sites, plus 6 self-contained units of Emergency Accommodation, which can be accessed by those referred to the service throughout the day or night. Night Support Workers will be responsible for ensuring the safety and security of buildings, as well as supporting those who need additional input during the night. They will also be responsible for providing an initial welcome to those who have been referred to Emergency Accommodation, ensuring they feel safe and welcome; the first step in identifying and highlighting support needs, and handing over to day Support Workers to pick up full inductions with new residents the following morning.

Organisation Context:

Oasis Community Housing (OCH) is a Christian response to homelessness and disadvantage providing housing, support and other specialised services. The support

provided aims to develop life skills that will enable people to live successful independent lives.

Oasis Community Housing is part of the Oasis group of charities. The group includes national charities dedicated to education, housing, and campaigning against human trafficking and we work 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, but it is important that all employees understand and sympathise with the Christian vision, ethos and culture of the organisation. However, it will be an occupational requirement that a practising Christian is needed for some specified roles. This will be highlighted in the qualifications section of the job description and will be clearly stated in the job advert.

Oasis Community Housing is an experienced charity, with its Central Office in Gateshead, Tyne and Wear.

This post is located in one of the 24-hour staffed supported housing sites, however, will also be required to work at the other site, plus visits to the self-contained properties making up the Emergency Accommodation element of the service. All are based within Gateshead.

Project specific:

Gateshead Multiple Complex Needs Supported Housing and Emergency Accommodation Service is an accommodation-based support service based across two 24-hour staffed sites, plus six self-contained properties located in Gateshead. The service is funded by Gateshead Council to provide supported housing, and emergency accommodation to those with multiple complex needs who are experiencing homelessness or at risk of homelessness.

Our properties are places of safety, Psychologically Informed Environments (PIE), from which we work with individuals using person-led, holistic, trauma-informed and solution-focused approaches. We aim to provide accommodation and support that helps people find self-worth and the belief that they deserve a better future, before moving them on safely and successfully, therefore reducing homelessness and the on-going risk of homelessness.

Duties & Responsibilities:

- To be the first point of contact for advice, security and support during the night for those in Supported Housing and Emergency Accommodation elements of the service.
- To manage the building overnight, ensuring residents are signed in or out as required and enquires are handled professionally.
- To accurately record messages, conduct follow up telephone calls, update logbooks and handover reports where appropriate.
- To manage enquiries relating to vacancies and emergency referrals to the Emergency Accommodation.
- To keep appropriate records of all interactions on our In-Form data system; informing other staff of relevant issues during handover.
- To encourage involvement in the development and operation of the service, facilitating consultation and participation.
- To actively ensure the safety and security of the building, including but not limited to monitoring of CCTV systems, building checks to ensure fire exits and external doors are free from obstruction, maintaining Health and Safety records, and effective liaison with the Health and Safety Officer as needed.
- To share responsibility for positive, effective health and safety practices, including participating in fire drills and risk assessments, reporting concerns to line-manager, and attending relevant training.

- To ensure the health, safety and security of those we support, by using basic first aid skills and calling for emergency assistance - i.e. 999 and evacuation of site in the event of the fire alarm, where necessary.
- To ensure safeguarding policies and procedures are adhered to in your practices.
- To work with residents to resolve conflict using de-escalation skills where appropriate.
- To make decisions related to withdrawal of services as needed, to maintain a safe environment for all residents and staff.
- To clean the office space and communal areas.
- To complete entry and exit information for residents, helping with data entry and statistical gathering for Management purposes.
- To support any out of hours referrals to emergency accommodation when service carries vacancies.
- To ensure house rules are explained to residents and enforced as needed.
- To deal with informal complaints made by residents in accordance with OCH's procedures.
- To respond to enquiries received during the night from residents across the whole service, and from staff in other OCH 24/7 staffed projects; liaising with Night Support Workers, developing a sense of team, sharing advice and guidance.

General:

- To work in a flexible manner, taking initiative and prioritising the needs of projects and the organisation
- To represent the ethos and values of the Organisation.
- To attend regular supervision sessions with your line manager
- To attend relevant training sessions as required by the role / your line manager
- 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 Level 2 (Essential)
- Professional qualification in a related field (housing management, social work etc.) (Desirable)

Work Experience:

- At least 2 years' experience as a Support Worker including experience of health and safety, safeguarding, needs and risk assessment, personalised and holistic support provision (Desirable)

Skills, Knowledge & Aptitude:

- A mature and flexible approach; excellent personal emotional intelligence and self-awareness, with an ability to work calmly under 1pressure (Essential)
- Excellent interpersonal and communication skills, including the ability to build effective working relationships with other organisations (Essential)
- Excellent IT skills and ability to effectively use computer software packages i.e. Microsoft Office (Essential)
- Able to work on own initiative (Essential)
- Able to work as an integral member of a team (Essential)
- Must demonstrate effective interpersonal and communication skills (Essential)
- Must have ability to maintain accurate records (Essential)
- Must be able to respond flexibly to the needs of those living in our properties (Essential)

- Able to work shifts throughout a 24-hour period, and work unsocial hours including evenings, weekends, bank holidays, Monday-Sunday (Essential)

Motivation:

- Be passionate and enthusiastic about supporting individuals, having a heart for people and believing that everyone has the potential to change, 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)
- Be in sympathy with the Christian ethos and values of the organisation (Essential)