



JOB DESCRIPTION

Adults Supported Accommodation and Emergency Accommodation Gateshead Service

Job Title:	Support Worker – Days
Responsible to:	Project Team Leader
Location:	Gateshead
Salary:	Grade B: £10,208 (15 hours) to £15,312 (22.5) plus anti-social hour's payment of £263 (15 hours) - £395 (22.5 hours) per annum. Total starting salary of £24,238 per annum.
Hours:	Part time, between 15-22.5 hours per week; hours vary, Monday to Sunday, in accordance with a rolling rota. Anti-social working; evenings, weekends and bank holidays.
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, plus statutory holidays, increasing to 30 days per annum after 2 completed years' service.

Job Purpose:

To support the delivery of Oasis Community Housing's Adults Supported Accommodation and Emergency Accommodation Gateshead Service. The service provides supported accommodation, and emergency accommodation for those in Gateshead who have multiple and complex needs. The service includes two supported accommodation sites, plus 6 self-contained units of Emergency Accommodation, which can be accessed by those referred to the service throughout the day or night.

To work as part of a small team helping with all aspects of running the service, including providing person-led, holistic, trauma-informed and solution-focused support to individuals, motivating and empowering individuals towards increased independence. To provide information, advice, guidance and support to individuals to access appropriate additional services, and ultimately to move on from the service.

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.

Supported Accommodation: 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 as needed. All are based within Gateshead.

Emergency Accommodation: This post is based from the two 24-hour staffed supported housing sites, and Basis Gateshead (our Drop In Service); providing floating support to the six self-contained properties making up the Emergency Accommodation element of the service. All are based within Gateshead.

Project specific:

Our Adults Supported Accommodation and Emergency Accommodation Gateshead 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 accommodation, 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 manage enquiries relating to vacancies in the service.
- To keep appropriate, accurate, timely records of all interactions on our In-Form data system; keeping colleagues informed of relevant issues.
- 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 organise and encourage activities which are of interest to those being supported.
- To ensure and encourage those we're supporting to be considerate neighbours and prevent anti-social behaviour.

- To clean the office space and communal areas, and support those living in our service to keep their rooms/properties clean.
- To encourage involvement in the development and operation of the service, facilitating consultation and participation.
- 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 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 support individuals to access appropriate external support services.
- 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 provide creative, person-led, holistic, trauma-informed and solution-focused support to individuals.
- To motivate and empower individuals towards increased independence; supporting individuals to move on from the service.
- To interview and assess referrals to the service.
- To navigate challenging situations effectively and sensitively.
- To liaise with neighbours and various professionals relevant to the service.

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 pressure (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 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)