OASIS COMMUNITY HOUSING
HOPE. NOT HOMELESSNESS.

JOB DESCRIPTION

Job Title: Relief Support Worker - Young Person's Supported Accommodation 16+ Southwark (including Ofsted Registered)

Responsible to: Project Team Leader

Location: Working at properties across the Borough of Southwark; primarily based in Peckham.

Salary: Grade B: £15.14 (including London Weighting), plus £55 per sleep in shift worked.

Hours: 'As and when needed' basis, as required by the project and dependant on your availability. May include 'sleep in' shifts, evening and weekend work.
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.

Benefits: Holiday entitlement is accrued on all hours worked.
Oasis Community Housing operates a contributory group personal pension plan and in accordance with the Pension Act 2008, if eligible, you will be enrolled into our Standard Life Salary Sacrifice pension scheme.

Purpose of Job:
Working in Oasis Community Housing's Southwark based supported housing service for young people on an 'as and when needed' basis; providing support to prepare young people for independent living in accordance with the aims and objectives of the project, and the ethos and values of Oasis Community Housing. The service supports 56 young people at any given time; in one 16-bed Ofsted Registered 24-hour staffed supported housing project for 16-21 years olds with medium-high needs, plus visiting support to young people living in properties across the North of the Borough of Southwark.

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, and projects across the North-East and London. This post is based in the London Borough of Southwark.

Project specific:
Our projects are places of safety, Psychologically Informed Environments (PIE), from which we work with children and young people using person-led, holistic, trauma-informed and solution-focused approaches. We aim to provide accommodation and support that helps children and young people find self-worth and the belief that they deserve a better future, supporting them in safe, positive transitions including where relevant from care into more independent accommodation, and from childhood to adulthood; providing holistic support to gain essential life skills, achieve health outcomes, to realise and achieve their aspirations, and reach their full potential.

We are commissioned by Southwark Council to provide this service, which currently consists of:

- A 24-7 staffed 16 bed Ofsted registered supported housing project for young people aged 16-21.
- A 4 bed property for young mums and their babies/toddler age children - with a staff office, visiting staff support Mon-Fri 9-5, and on call support outside of working hours.
- A 6 bed property for young mums and their babies/toddler age children – with visiting staff support Mon-Fri 9-5, and on call support outside of working hours.
- A 7 bed supported accommodation for young people (made up of self-contained flats, and flats allowing for sharing a bathroom/kitchen with one other) - with a staff office, visiting support Mon-Fri 9-5, and on call support outside of working hours.
- A number of 4-5 bed properties, for young people with visiting staff support Mon-Fri 9-5, and on call support outside of working hours.

Duties & Responsibilities:

- To provide holistic (mental, physical, emotional, spiritual) support to children and young people within our supported housing projects, in accordance with the ethos and values of Oasis Community Housing. To ensure support provision is personalised to individual needs, and to undertake one to one support sessions as needed.
- To ensure safeguarding policies and procedures are adhered to in your practices, and that concerns are reported appropriately and expediently, both internally, and externally, as needed.
- To maintain records needed to ensure excellent and consistent support provision; maintaining comprehensive case files, using our In-Form data system, completing reports, and handover documents.
- To navigate challenging situations effectively and sensitively.
- To deal with informal complaints made by residents in accordance with OCH's procedures.
- To ensure the health, safety and security of all young people and visitors to projects; dealing with incidents in line with policies and procedures, maintaining buildings to the highest standards including undertaking health and safety checks and reporting maintenance issues.
- To organise and encourage activities which are of interest to those being supported.
- To ensure the Project Handbook, including the service expectations, are explained to children and young people at the point of entry; being reiterated, and enforced as needed.
- To work in partnership with other professionals; effectively communicating, sharing information, and signposting to external services and opportunities as relevant.

- To work in accordance with regulatory requirements. Under the guidance of the Team Leader and Head of Supported Housing (Registered Service Manager) to ensure your practices are compliant with the Supported Accommodation Regulations.
- To undertake practical household and maintenance tasks, and support young people in these areas; including preparation of rooms, cleaning, cooking, basic DIY.
- To clean the office space and communal areas, and support those living in our service to keep their rooms/properties clean.
- To attend regular supervision sessions with your line manager
- To attend relevant training sessions as required by the role / your line manager
- To undertake any other reasonable duties as required
- To ensure all working practice and interactions are in line with organisational ethos and values
- To be able to work in any Oasis Community Housing project as required.

Personal Specification/Key Competencies:

Qualifications:

- Relevant qualification to NVQ Level 3 (Essential)

Work Experience:

- Experience as a Support Worker; including needs and risk assessment, delivery of holistic support, health and safety, working closely with partner agencies to provide support (Essential)
- Experience working anti-social hours, and/or shift work (Essential)
- Experience of lone working (Essential)
- Experience working with children and young people, especially those experiencing homelessness including leaving the care system, and related issues including mental ill health, trauma, abuse, alcohol and substance misuse and offending (Essential)
- Experience of working in registered/regulated services (Desirable)
- Experience working in the safeguarding arena (Desirable)

Skills, Knowledge & Aptitude:

- A mature, professional 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)
- Ability to effectively use computer software packages, and to maintain accurate records i.e. Microsoft Office (Essential)
- Emotionally Resilient (Essential)
- Ability to develop and maintain professional staff/resident boundaries (Essential)
- Able to work on own initiative (Essential)
- Able to work as an integral member of a team (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)