

JOB DESCRIPTION

Support Worker at Housing First Project

Responsible to:	Project Team Leader
Location:	Gateshead and South Tyneside
Salary:	Salary Grade B: Starting salary is £25,877.80 per annum pro rata. Plus £650 for anti-social hours. The band goes up to £26,257.80 per annum pro rata; however, this is dependent on annual performance reviews Needs clarifying with finance.
Hours:	37 hours per week, Monday to Sunday 8am – 8pm , across a 7-day rota .
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

Key Overview

The Housing First Worker will be responsible for coordinating and providing a person centred, strength-based support service to create long term sustainable tenancies by empowering customers, increasing independence, and maximising connectivity with the local community.

All activity will be underpinned by the following Housing First Principles:

1. People have the right to a home
2. Flexible support is provided for as long as it is needed
3. Housing and support are separate
4. People have choice and control over all aspects of their lives
5. The service is based upon individual's strengths, goals, and aspirations
6. An active engagement approach is used
7. A harm reduction approach is used.

Reporting to the Housing First Team Leader, the Housing First Worker is responsible for coordinating and providing a personalised, trauma informed support service to people with complex needs facing multiple exclusion in line with Housing First Principles.

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 organization. However, it will be an

occupational requirement that a practising Christian be 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 a growing charity, with its Central Office in Gateshead.

Duties & Responsibilities:

- To assist the Project Team Leader/senior worker in ensuring holistic (mental, physical, emotional, spiritual) support is provided to people in accordance with the ethos and values of Oasis Community Housing.
- Work with Housing First individuals to help them articulate their goals and aspirations offering personal, therapeutic, and emotional support. The work will be informed by core Housing First principles.
- Undertake comprehensive needs and risk assessments with each allocated resident.
- Develop and maintain relationships with Housing First individuals to enable person centred support, promoting personal choice and wellbeing. This will be done through regular contact, including visits to individuals' homes and appropriate community settings.
- Be adaptive and flexible, resilient to challenges and rejections, to support the stability and progression of Housing First individuals to achieve personalised outcomes.
- Liaise with accommodation providers and actively encourage Housing First individuals to move into appropriate Housing First accommodation of their choice.
- Identify barriers to acquiring and maintaining accommodation and provide support, including practical help with furniture, benefits advice, budgeting, neighbour relations and liaising with landlords.
- Offer advice, guidance, and support on ways in which substance misuse and other harmful activities can be practiced more safely. This includes anticipating and supporting the reduction of harmful challenges while maximising opportunities.
- Support individuals in attending AA/NA and taking first steps to address their substance misuse issues.
- Be empowered and persistent in advocating for individuals to access all services, including reconciliation work with agencies, if required.
- Develop, maintain and coordinate effective working relationships with external agencies, promoting effective communication for and about individuals ensuring the Housing First project is widely known and promoted.
- Identify cases requiring further help (specialist advice, alternative support) referring and supporting engagement as appropriate.
- Support individuals to access community resources to develop positive peer networks and meaningful leisure opportunities, including social, recreational, sport, faith, learning and arts.
- Regularly review individuals support plans to update, maintain accurate monitoring and evaluation records using InForm, including detailed information on people worked with.
- Actively participate in achieving targets as set by the Housing First senior/Manager.
- Actively engage with supervision with line manager, including review of training needs.
- To be responsible and accountable for the delivery of high-quality support.
- Undertake any other duties consistent with the role.
- To assist in the recording of access to, participation in and evaluation of services; to encourage and facilitate consultation and participation at all levels of service development.
- Supporting in the active participation of people resident in Housing First project design, delivery, and evaluation
- Providing support in the process surrounding the refusal of applicants and move on decisions for Housing First referrals.
- To be involved with, and 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 signpost and support people to access other professional services.

General:

- To have solid experience in a previous support work role; having lived experience of multiple disadvantages is also deemed valuable.
- To understand the complex interdependencies of mental health, substance misuse and offending behaviour.
- The ability to work flexibly, creatively and in a solution focussed way.
- To be assertive, confident, and resilient; ability to not let the work phase you
- To show leadership qualities; skills of a strong negotiator; ability to advocate and be diplomatic
- To be non-judgemental, empathetic, and tenacious
- To have a sense of humour, be personable and accept that things won't go as you think.
- To be good at recognising the need for, and ensuring, self-care due to the intensity of the work
- To understand the limitations of the Housing First worker role and be competent at multi-agency working
- The ability to work effectively with partner agencies and develop contacts and networks across a wide range of local services to enable effective signposting.
- The ability to promote the service locally and engage and inform their own organisation around Housing First

Personal Specification/Key Competencies:

Qualifications:

- Relevant qualification to NVQ Level 2 (Desirable)
- Professional qualification in a related field (housing management, social work etc.) (Desirable)

Work Experience:

- At least 2 years' experience as a support worker (Essential)
- Good understanding of housing first principles.
- Experience of using person centred support plans (Essential)
- An awareness of the impact of worklessness on homeless people (Desirable)
- Knowledge of drug and alcohol misuse (Essential)
- Knowledge of mental health issues (Desirable)

Skills, Knowledge & Aptitude:

- Strong attention to detail and skills in the production of reports
- Ability to work collaboratively and constructively within a team setting
- Ability to influence and motivate a diverse range of stakeholders to develop best practice
- Flexible and adaptable, able to respond to ongoing change and lead others through change (Essential)
- Ability to manage a heavy and varied workload (Essential)
- 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 organisational, time and resource management skills (Essential)
- Excellent IT skills and ability to effectively use computer software packages i.e. Microsoft Office (Essential)

Motivation:

- Be passionate about ensuring excellent standards of support provision for the benefit of the individuals we serve (Essential)