



JOB DESCRIPTION

- Job Title:** Support Worker
- Responsible to:** Project Team Leader, Southwark
- Location:** Working at properties across the London Borough of Southwark
- Salary:** Salary band B: Starting salary is £18,500 per annum, plus London Weighting of £2,950 per annum, plus anti-social hour's payment of £650 per annum. The band goes up to £19,500 per annum, however, this is dependent on annual performance reviews.
- Hours:** Full Time, 37 hours per week working to a 4-week rota pattern, including evenings and weekends.
You may be occasionally required to undertake sleep-in shifts; an additional payment of £55 per sleep-in is paid
- Benefits:** Oasis Community Housing operates a contributory group personal pension plan and in accordance with the Pension Act 2008, 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% of their salary. The employer contribution is currently set at a contribution of 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
- 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 work as part of a small team helping with all aspects of running of the service, motivating and empowering Service Users towards independent living in sustained tenancies within the community. To provide basic life skills advice, information and guidance, and to support individuals to move on and access appropriate additional services.

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 a growing charity, with its central office in Gateshead, Tyne and Wear.

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 situated at our 24 hour staffed No.3 project in 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, or are young people at risk of homelessness.

The service supports young people to maintain and develop skills to live more independently in order to safely and successfully leave the service, therefore 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.

Duties & Responsibilities:

- Interview and assessment of applicants
- Provide support, advice and guidance to Service Users
- Motivate and empower Service Users to work towards independence
- Support Service Users to move on from the project
- Provide creative, varied housing-related support to a caseload of Service Users
- Navigate difficult situations effectively and sensitively, including issuing warnings and participating in evictions as needed
- Accurate money collection and recording
- Accurate, timely and effective record keeping
- Liaise with neighbours and various professionals relevant to the project
- Regular cleaning duties within the project properties
- Support Service Users to access appropriate external support services
- Represent the ethos and values of the Organisation to Service Users and professionals
- 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 2 or equivalent (essential)
- Other relevant qualifications (desirable)

Knowledge and Experience

- Experience of working with young people in a paid or unpaid capacity (essential)
- An understanding of the benefits system including sanctions (essential)
- Knowledge of substance misuse and its impact (essential)
- An understanding of safeguarding and domestic violence issues (essential)
- The ability to type and use software packages, i.e. Microsoft Office and type professional letters (essential)
- Experience of drawing up support plans (desirable)
- An awareness of the impact of worklessness on young people (desirable)
- Knowledge of mental health issues and their impact (desirable)

- Sound knowledge of issues facing young homeless people (desirable)

Competencies

- Be able to manage time and resources effectively (essential)
- Be able to travel between different projects/houses (essential)
- Be consistent and inspire trust (essential)
- Be able to develop effective working relationships and networks in difficult situations (essential)
- Have and be able to maintain excellent professional boundaries (essential)
- Be able to react calmly and professionally in a crisis and at times of heightened emotion (essential)
- Be able to work well individually but also as part of a team (essential)
- Be inclusive of people from all backgrounds and cultures (essential)
- Able to be flexible in working arrangements (essential)
- Be sensitive and diplomatic in difficult/emotional situations (essential)
- Have a positive outlook (essential)
- Have good listening skills (essential)
- Have a strong sense of team spirit (essential)
- Be emotionally resilient (essential)

Motivation:

- Be in sympathy with the Christian ethos and values of the organisation (essential)
- Be committed and enthusiastic (essential)
- Be passionate about working with the client group (essential)
- Have a desire to make a positive impact on the lives of young people (essential)