



## JOB DESCRIPTION

### Project Worker Day Shift

<b>Responsible to:</b>	Project Team Leader
<b>Location:</b>	Gateshead Assessment Centre
<b>Salary:</b>	Salary Grade B £18,500 - £19,000
<b>Hours:</b>	37 hours per week Monday to Sunday
<b>Benefits:</b>	<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 <b>Omnilife</b>, 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>

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#### **Job Purpose:**

To support the delivery of the Gateshead Assessment Centre. The project is a 24 hour supported accommodation service based in Gateshead and we are looking for a motivated Project Worker to join our enthusiastic, professional team. This is a really exciting position and this will be the first service of its type in Gateshead. This role is an opportunity to help make a difference in people's lives who are at risk of being street homeless due to the challenges they have faced because of their complex needs and more than often potential trauma.

#### **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. This post is located in London, with time split between the London based projects, the Foyer (Croydon) and No.3 (Southwark). It will also require a minimum of two days per month working from Gateshead; more travel to be determined by departmental need.

**Duties & Responsibilities:**

- To be the first point of contact to greet service users with a friendly and caring approach.
- Identify the initial needs of our Service Users.
- Formulate a dynamic risk management plan.
- Accurately record client contact information on our Salesforce platform in line with GDPR.
- Manage enquiries relating to vacancies.
- Provide regular structured solution-focused support plan sessions and create support packages that prevent and respond to change or crisis situations.
- Facilitate and empower our service users by accompanying them to appointments where necessary as well as liaising and signposting to other relevant services.
- Support our service users with benefit applications online or written.
- Work with our Service Users to resolve conflict using de-escalation skills where appropriate.
- Make decisions with regard to withdrawal of services to maintain a safe environment.
- Encourage client involvement in the development and operation of the service, facilitate consultation and participation.
- Promote, implement and ensure compliance with OCH's Equality and Diversity Policy.

**To work as part of our team we ask that you will:**

- Complete building checks which may include patrols of the building and ensuring fire exits and external doors are free from obstruction.
- Maintain Health and Safety records including fire and other records as Appropriate.
- Actively ensure the security of the building including monitoring of CCTV systems.
- Ensure Health and Safety of our Service Users 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.
- Clean office space and communal areas on a scheduled rota.
- Adhere to OCH policy on COSHH, and relevant areas of Health and Safety.
- Complete entry and exit information for our Service Users and visitors, helping with data entry and statistical gathering for Management purposes.
- Ensuring that house rules are explained to Guests and enforced.
- Deal with complaints in accordance with OCH's agreed procedures.
- Share responsibility for good health and safety practices, including participating in fire drills and risk assessments, reporting to line-management any matters of concern and attend health and safety training.
- Ensure effective liaison with the Health and Safety Officer wherever necessary.

**General:**

- To work in a flexible manner, taking initiative and prioritising the needs of projects and the organisation.
- To attend regular supervision sessions with your line manager.
- To attend relevant training sessions as required by the role / your line manager
- To actively participate in the wider life of Oasis Community Housing (prayer meetings, staff conference, retreats etc.)
- Any other reasonable duties as required by the Project Team Leader.

**Personal Specification/Key Competencies:****Qualifications:**

- Relevant qualification to NVQ Level 2 (Essential)

**Work Experience:**

- Experience as a Project worker in housing or similar field, including experience of health and safety, safeguarding, needs and risk assessment, personalised and holistic support provision (Essential)

**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.
- Able to work as an integral member of a team.
- Must demonstrate effective interpersonal and communication skills.
- Must have ability to maintain accurate records.
- Must be able to respond flexibly to the needs of our guests.
- Able to work shifts throughout a 24 hour period and work unsocial hours.

**Motivation:**

- Be passionate about ensuring excellent standards of support provision for the benefit of Service Users (Essential)
- To have a heart for people and believe that everyone has the potential to change their life for the better given the right support and circumstances.
- To have perseverance and never give up hope on our Service users and instil that hope into their daily lives.