



JOB DESCRIPTION

Title:	Support Worker (Bank)
Location:	Oasis Aquila Foyer (Stage 2)
Hours:	As required by the project and dependant on bank staff availability (may include late shifts)
Salary:	Grade B: £10.73 - £11.17 per hour (inc. LW)
Unsocial Working:	<p>Yes, however shifts are offered and accepted / declined by bank staff.</p> <p>Although a 24/7 service, a Concierge service is utilised, therefore support is not provided through the night.</p> <p>Support is provided between the hours of 8.45am and 9pm, therefore shifts include daytime and late shifts.</p> <p>Some evening, weekend and bank holiday work will be required.</p>
Responsible to:	Project Team Leader
Line management of:	<p>Nil Staff</p> <p>At times of single cover hold responsibility for service users and oversight of volunteers</p>

Purpose of Job:

To be involved in providing the support needed to assist in preparing young people for independent living in accordance with the aims and objectives of the Project and the ethos and values of Oasis Aquila Housing.

Organisation Context:

Oasis Aquila Housing (OAH) 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 Aquila 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 Aquila Housing is a growing charity, with its central office in Gateshead, Tyne and Wear.

The Foyer

The Oasis Aquila Foyer opened in 2000, and is funded by Croydon Council as part of a Youth Homelessness Pathway which is run in partnership with local organisation CAYSH. The Foyer consists of 8 properties; a hub, based in Thornton Heath, which accommodates 18 service users and provides additional facilities such as an IT Suite and lounge. 7 shared houses located across Croydon accommodate 29 service users and form our dispersed Foyer; together the hub and dispersed accommodation forms Stage 2 of the Pathway.

Within Stage 2 young people aged 16-25 with medium needs are supported through Support Planning, Needs and Risk Assessment processes, and Life and

Employability Skills Programmes which all focus on the development of essential skills to support young people as they transition to increased independence, within timeframes appropriate to their needs.

Support Workers are responsible for the provision of support and management of incidents between the hours of 8.45am-9pm, at both the Foyer hub and dispersed properties. Bank staff members will be advised by Managers and Support Workers which sites they will be required to work at and visit during each shift.

A Concierge service provides static on site concierge presence at the Foyer hub throughout the night from 4.45pm-9am. Roving concierge attend the dispersed properties 2-3 times each night, as requested by Foyer Management.

Areas of responsibility and specific duties:

(Strategy/Planning/Organising)

1. To work flexibly, in order to meet the needs of the service users, project and Oasis Aquila Housing.
2. To undertake various administrative tasks, usually via the computer, as required for the running of the project including but not limited to recording meeting attendance, typing meeting minutes, accurately and fully recording all interactions with service users, reporting, emailing comprehensive handover notes, providing clear messages to staff members from service users and external agencies.
3. To be responsible for ensuring the health, safety and security of all service users and visitors to the project; dealing with incidents that may occur, especially when lone working, in accordance with Oasis Aquila Housing policies and on-call procedures.

Analytical/Creative thinking/Problem Solving

1. To clearly and accurately record actions taken and activities service users have participated in e.g. daily/weekly/monthly checks, recording which service users you have seen, participation in and attendance at meetings/events which have taken place during your shift.

2. To ensure safeguarding policies and procedures are adhered to in your practices; concerns are reported to on call Managers using the appropriate report templates, and follow up actions are taken appropriately, in a timely manner, as directed by Managers.
3. To ensure in all interactions with service users, visitors, contractors, partners that you abide by the Oasis Aquila Housing Code of Conduct, Policies and Procedures; having clear appropriate and professional boundaries in place at all times.
4. To abide by Lone Working policies and procedures in order to ensure your personal safety, the safety of service users and visitors to the project, and the properties themselves; to make 'in the moment' assessments of risk, take appropriate actions, follow all procedures, use all project systems and ensure clear reporting.
5. To follow up maintenance related concerns with on call Managers, partner agencies and maintenance contractors as appropriate, following the project procedures that are in place.
6. To use initiative in ensuring smooth and effective running of the office and project, including following up with SMART IT when IT related problems are reported or observed.

People Management

1. To take responsibility for any volunteers who are on site; provide to-do lists as needed, and undertake any necessary handover, including gaining comprehensive information related to interactions volunteers have had with service users and taking responsibility for recording interactions on your handover notes to permanent staff members.
2. To oversee contractors who are on site; ensuring they are not left unsupervised in service user rooms, taking responsibility for ensuring interactions with service users are safe and appropriate.

People Management for young people

1. To provide holistic (mental, physical, emotional and spiritual) support to service users; providing information, advice and guidance and seeking to 'open the of service users.
2. To research opportunities for service users as needs arise e.g. opportunities related to education, employment, personal development, health, therapy; providing information to Support Workers and Managers who will follow up with making referrals as needed.
3. To provide on-going support, advice and guidance to ex-residents as and when needed.
4. To be prepared to work from all 8 Foyer properties within the Stage 2 service; attending as and when required, to provide support to service users after incidents, to attend in response to service user needs and requests.

5. **Dependent upon your level of experience and competency in the role**, you may be asked by the Operational Manager to provide one to one support to service users for a stated period of time; if this is the case you will provide support to named service users via Key Work sessions, Support Planning and completion of Risk Assessments while permanent staff members are away from the project e.g. for over 2 weeks leave.

Responsibility for resources

1. To be involved in maintaining buildings to the highest standard. Assisting in recording and monitoring Health and Safety issues, fire and security concerns and carrying out day to day assessment of risk.
2. To be responsible for professionally handling Project Finances as and when needed; usually in the form of Petty Cash, providing accurate change, receipts and clearly recording any expenditure.
3. To ensure the confidentiality of personal data held in your care as specified in the Data Protection Act 1998 and Oasis Aquila Housing policies and procedures.

Physical and Building Related Activities

1. To undertake practical tasks required to maintain the building to a high standard and ensure rooms are prepared for new service users; e.g. cleaning and clearing belongings from rooms, moving furniture.
2. To regularly undertake practical tasks during any given shift, including daily, weekly and monthly checks, which include cleaning responsibilities.

General Duties

- To support and embody the ethos and values of Oasis Aquila Housing.
- To undertake appropriate training for the role, as required by the Operational Manager.
- To attend supervision/de-brief meetings with the Foyer Operational Manager / Engagement Co-ordinator where necessary/requested by either party.
- To carry out any appropriate duties, in line with the purpose of the job, as may be reasonably required by your line manager.

Agreed (Employee):.....Date:.....

Agreed (Operational Manager)Date:.....

OASIS AQUILA FOYER - SUPPORT WORKER (BANK) – PERSON SPECIFICATION

	Essential	Desirable
Knowledge	Educated to A Level, or qualified to that level by experience	NVQ level 2 in Housing / Supporting young people into independent living or similar or qualified by experience
	An understanding of the pressures facing young people today, particularly homelessness	An understanding of the welfare benefits system
Experience	Proven track record of working in supported housing with young people and/or experience of supporting vulnerable and/or challenging young people	
	<p>The ability to engage, relate to and motivate young people</p> <p>Experience of working within Safeguarding policies and procedures, with clear appropriate professional boundaries</p> <p>Knowledge and understanding of risk; the ability to make immediate assessments of risk in a given situation</p>	<p>Experience in facilitating group activities with young people</p> <p>Experience of supporting individuals on a one-to-one basis (key work)</p> <p>Experience of needs and risk assessment; delivering support tailored to the individual</p>
	Experience liaising with external professionals	Experience working in partnership with statutory / voluntary agencies
	<p>Experience in the competent use of IT (MS Office)</p> <p>Proven organisational and administrative skills</p>	
	<p>Experience of anti-social working hours and/or shift work</p> <p>Experience of lone working</p>	Experience of working in a floating support capacity across numerous sites
Skills	<p>Excellent inter-personal skills including professional communication with agencies / partners</p> <p>Team player who understands the value of, and has the ability to provide comprehensive handover</p> <p>Excellent communication and administrative skills (oral / written / IT based)</p> <p>Ability to handle conflict</p> <p>Ability to use initiative; taking responsibility for a group</p>	Ability to undertake domestic tasks and basic maintenance
Other attributes	A self-starter who is motivated to rise to a challenge	

	<p>Able to cope with pressure/stress professionally</p> <p>Tenacious, professional, resilient</p> <p>Reliable</p> <p>A flexible/adaptable approach with the availability and willingness to cover shifts at the last minute</p> <p>Able to manage and prioritise a demanding workload, to multi-task and to work unsupervised</p> <p>Able and willing to actively embrace the ethos and values of Oasis Aquila Housing</p>	
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Summary of Terms and Conditions of Employment

Please note that the purpose of this document is to only provide an outline of the main terms and conditions of employment. This document does not form part of any resultant contract of employment.

Appointment

Your appointment is subject to:

1. An enhanced DBS clearance (depending on the role)
2. At least two satisfactory references
3. Evidence that you are legally entitled to work in the UK (which will be checked at interview)

Hours of Work

Full time equivalent hours are:

Central Office 37 hours over 5 days

Residential Projects The number of hours worked each week varies according to the rota which includes evenings, weekends and bank holidays. Refer to the relevant Job Description. 2 increments are paid for unsocial hours.

Community Projects 37 hours over 5 days

Casual/Bank Staff 'as and when needed'

Annual Holiday Leave

The annual leave year runs from 1st September. Entitlement is the equivalent of 25 days plus statutory holidays per annum, increasing to 30 days after 2 years full service, pro rata for part time staff.

Part time workers will have their holidays calculated as follows: 25 days (or 30 days) divided by 37 multiplied by the agreed hours of work. Public/Bank Holidays are also calculated on a pro rata basis.

Holiday entitlement is equivalent to 12.07% of the hours worked in each holiday year.

Salary

Salary is paid monthly by BACS transfer into a Bank or Building Society account specified by you normally on the 26th of each month.

Probation

All new employees are required to complete a probationary period which is specified in your Employment contract. During the probationary period you will have regular reviews of your performance. On successful completion of your probationary period you will be confirmed in post.

Pension

Oasis Aquila 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%.

Life Assurance

Oasis Aquila Housing life assurance policy, through Omnilife, is open to all staff who earn in excess of £6000 per annum. If you are on a contract with variable hours below this level we will discuss with you in person if you are eligible to join the scheme. This scheme provides a 'death in service' benefit to any nominated beneficiaries in the event that you die whilst in our employment.

Sickness

If, through sickness or injury, you are incapable of performing any of the work you are employed to do, the Employer will pay you statutory sick pay (“SSP”) in accordance with its legal obligations. For SSP purposes your qualifying days will be your normal working days.

Notice period

After the expiry of the probationary period, the period of written notice to be given by either party to terminate your employment is stipulated in your Contract of Employment and will be at least 4 weeks.