



## JOB DESCRIPTION

<b>Job Title:</b>	<b>Relief Project Worker</b>
<b>Responsible To:</b>	Project Manager / Project Team Leader
<b>Location:</b>	Gateshead
<b>Salary:</b>	Grade B - £9.02 - £10.00 per hour which equates to £17,345 - £19,233 FTE per annum (2 increments will apply for un-social hours)
<b>Hours:</b>	'as and when needed' basis, principally Monday to Friday daytime hours but may involve some evenings and weekends (depending on the project) You will have the option to sign out of the 48 hour limit on your working week
<b>Benefits:</b>	Holiday entitlement is equivalent to 12.07% of the hours worked in each holiday year.

**Job Purpose:** Working in any of the Organisation's residential or community projects on an 'as and when needed' basis to assist the Project Manager/Project Team Leader with all aspects of the running of the project. To work with Service Users in delivering personalised support across the range of services/projects that Oasis Aquila delivers:

- Supported accommodation
- Support in both independent tenancies and emergency accommodation
- Providing emergency relief and prevention work in our daycentre: Basis@336
- Employability and into work support
- Providing basic housing and benefits advice, information and guidance

All with the aim of supporting individuals to move towards more sustainable independent living

### **Organisation Context:**

Oasis Aquila Housing is a Christian response to homelessness and disadvantage providing housing, support and other specialised services. The support provided aims to foster aspiration and community as we help people on their journey to living successful independent lives.

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 Oasis Aquila Housing. This post requires flexibility to work across our community based and residential projects on an 'as and when needed' basis. **However, females only are required to work in our 24 hour residential projects, these posts are exempt from the Equality Act 2010, Schedule 9, Para 1.**

### **Duties & Responsibilities:**

- Providing support, advice and guidance to vulnerable people
- Interviewing and assessment of potential Service Users
- Motivating and empowering Service Users to work towards independence

- Signposting and supporting Service Users to access other services
- Maintenance of client records
- Liaison with all stakeholders
- To provide support to Oasis Aquila Housing volunteers in the project

#### **Project Specific:**

- Provision of housing related support (housing projects)
- Dealing with warnings and evictions (within the residential projects)
- Collection of service charge (within the residential projects)
- Support of Service Users who move out (from the residential projects)
- Be lead support worker for a casework of Service Users providing housing related support (residential projects)
- To be able to work as required in any of Oasis Aquila Housing projects
- Any other reasonable duties as required by the Project Team Leader/Project Manager.

#### **Personal Specification/Key Competencies:**

##### **Qualifications:**

- Relevant qualification to NVQ 2 or equivalent (essential)
- Other relevant qualifications (desirable)

##### **Core Knowledge and Experience**

- Considerable experience of working with vulnerable people in a paid or unpaid capacity (essential),
- An understanding of the benefits system (essential)
- Knowledge of drug and alcohol misuse (essential)
- An understanding of safeguarding, child protection and domestic violence issues (essential)
- An understanding of working with people with complex needs (desirable)
- Experience of safeguarding processes (desirable)
- Experience of multiagency working (desirable)
- Experience of providing support to chaotic families/individuals (desirable)
- The ability to type and use software packages, i.e. Microsoft Office (essential)

##### **Project-specific Knowledge and Experience**

- Experience of drawing up support plans (desirable)
- An awareness of the impact of worklessness (desirable)
- Knowledge of mental health issues – (desirable (essential Basis))
- Sound knowledge of issues facing disaffected people (desirable)
- Experience of working in one of the following fields: education, offending, homelessness, worklessness, childcare (desirable)

##### **Competencies**

- Be able to manage time and resources effectively (essential)
- Be able to build and inspire trust in others (essential)
- Be able to develop effective working relationships and networks (essential)
- Be able to maintain an effective professional boundary (essential)
- Be able to react calmly and professionally in a crisis (essential)
- Be able to work on own initiative but also as part of a team (essential)
- Be able to relate well to people of all backgrounds and cultures (essential)
- An ability to be diplomatic in difficult situations (essential)
- Have good listening skills (essential)

- Have a strong sense of team spirit (essential)
- Emotionally strong and resilient (essential)

**Motivation:**

- Be in sympathy with the Christian ethos 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 disaffected young people (essential)

**Other:**

- Car owner/driver (desirable)

**Note:** This Job Description does not form part of your Contract of Employment



## Guidance on Completing an Application Form

All applicants are required to complete the standard Application Form. CVs are not accepted. The information you give us in your Application Form is the only information that we will use to decide whether or not we short list you for an interview.

### Equal Opportunities Monitoring

Please complete the Equal Opportunities Monitoring form included as part of the Application Form. This helps us to measure the effectiveness of our Equal Opportunities Policy. Members of the shortlisting and interview panel will not see the monitoring forms.

Check the Job Description/Person Specification as to whether there is an Occupational Requirement

### Rehabilitation of Offenders Act 1974

You **must** give details of any convictions, cautions, reprimands, or warnings you may have, both spent and unspent.

### Advice Notes

Think carefully about the post you are applying for, what the post involves and whether you can match this in terms of your experience, knowledge, skills and abilities.

- Fill in all parts of the Application Form; if some parts do not apply then write N/A (not applicable).
- Please type the Application Form but, if you are unable to do so, please complete in black ink and ensure that your writing is clear and legible.
- List any qualifications and training as well as any **relevant** experience in your past and present jobs.
- The Supporting Statement is an important part of the Application Form where you can tell us about your knowledge, skills, abilities and experience which you can bring to the job.
- Sign the Application Form if you are submitting by post. Tick the box on page 9 if you are submitting by email.
- If you are successfully short listed, we will aim to contact you at least 5 days before the day of the interview, although this may not always be possible.



## 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 1<sup>st</sup> 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 26<sup>th</sup> 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%. Pension contributions will be in line with pension reform legislation and full details will be provided to you by the Finance Dept.

**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.