



## JOB DESCRIPTION

<b>Title:</b>	<b>Support Worker</b>
<b>Location:</b>	Oasis Aquila Foyer; working at several properties across Croydon (Stage 2 of Youth Homelessness Pathway)
<b>Hours:</b>	37 hours per week on a 4 week rolling rota basis. Your normal hours of work will include 7 late shifts (working until 9pm) per month, however some flexibility is required to meet the needs of the project, particularly around public holidays  Fixed term contract to 31 March 2019.
<b>Salary:</b>	Band B: £18,548 - 19,618 per annum (+ London Weighting of £2892 per annum).
<b>Unsocial working:</b>	Working hours include evenings, weekends and public holidays. Annual Leave restrictions in place over Christmas and New Year period.
<b>Responsible to:</b>	Project Team Leader
<b>Line Management of:</b>	Nil Staff
<b>Responsibility for:</b>	Bank Staff CAYSH Concierge Officers Young people in Stage 2 of the Youth Homelessness Pathway
<b>Purpose of Job:</b>	To provide holistic support to young people in Stage 2 of the Youth Homelessness Pathway; to be involved in providing the support and Life Skills training needed to assist and prepare young people for increased independence, in accordance with the ethos and values of Oasis Aquila Housing and the aims and objectives of the Youth Homelessness Pathway.

### 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 (OR) 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.

### **Oasis Aquila Foyer**

The Oasis Aquila Foyer opened in 2000, providing supported accommodation for young people experiencing homelessness between the ages of 16-25. As an accredited Foyer, the project prioritises supporting young people as they transition, through the development of Life and Employability Skills, as well as successful move on into increased independence.

In 2013 the Foyer became part of the Croydon Youth Homelessness Pathway; OAH works in partnership with CAYSH to jointly implement a pathway model of support from assessment through to support and independence for young people in Croydon. OAH use a Hub and Dispersed Foyer model to provide support to 47 young people across Stage 2 of the pathway.

Support Workers focus on the provision of holistic support to young people, especially to named residents, through Key Work and Support Planning. They hold responsibility for 'lead properties' within the pathway, holding housing meetings and liaising with staff who are responsible for Housing Management functions.

### **Areas of responsibility and specific duties:**

#### **(Strategy/Planning/Organising)**

1. To assist the Operational Manager in ensuring holistic (mental, physical, emotional, spiritual) support is provided to young people in accordance with the ethos and values of Oasis Aquila Housing.
2. To be responsible for ensuring the health, safety and security of all young people and sites; dealing with incidents that may occur, especially when lone working, in accordance with Oasis Aquila Housing policies and on-call procedures.
3. To maintain records needed to ensure excellent and consistent support provision; maintaining comprehensive case files, using the Inform data system, completing reports and assisting in the measurement of outcomes.
4. 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.

#### **Analytical/Creative thinking/Problem Solving**

5. To ensure safeguarding policies and procedures are adhered to in your practices and that concerns are reported appropriately and expediently.
6. To be involved in and facilitate group work activities, when necessary, keeping records of such activities; including House Meetings and Life Skills Workshops.

7. To work flexibly, in order to meet the needs of the young people, project and Oasis Aquila Housing, including providing reception cover at the Foyer Hub, and attending Dispersed properties when required by the rota or the needs of the project.

### **People Management / Team Activities**

8. To participate in inductions of volunteers and bank staff as required, and to be responsible for volunteers and bank staff when on site; providing advice and guidance as needed.

### **People Management for young people**

9. To provide holistic (mental, physical, emotional and spiritual) support to young people; building relationships, providing information, advice and guidance; in accordance with organisational ethos and values. To ensure young people are achieving their goals and are being supported in a way which focuses on identifying and opening their talents.
10. To be involved in the assessment, interview and selection of prospective residents; including issuing Licence Agreements / Assured Shorthold Tenancies and delivering comprehensive inductions which aid young people to understand their rights and responsibilities.
11. To provide Key Work support to a caseload of young people; completing and reviewing Support Plans, and comprehensive Needs and Risk Assessments in accordance with Oasis Aquila Housing policies and procedures.
12. To support young people in accessing additional services and support in line with their Support Plans and Needs and Risk Assessments; working closely with the Senior Support Worker to support young people to access appropriate opportunities.
13. To creatively use initiative and take responsibility; when rotaed to cover the reception, to take responsibility for providing support in the first instance, ensuring decisions are made in relation to sanctions / incidents, sanctions are prepared and issued in line with the Rewards and Sanctions Policy in a timely manner and all necessary actions are taken, following receipt of daily Concierge Reports. When working late shifts, to work flexibly, ensuring support is provided to young people in dispersed properties; including visiting properties, undertaking welfare checks and issuing necessary sanctions.
14. To support the Senior Support Worker in advertising opportunities to young people in appropriate formats, at all sites e.g. through resident meetings, via text, email, reminders in Key Work sessions.

### **Responsibility for resources**

15. To support project management in ensuring buildings are maintained to the highest standard, ensuring properties satisfy Health and Safety and Fire Standards; through completion of essential daily, weekly and monthly property related tasks and liaison with staff responsible for housing management functions.
16. To be responsible for professionally handling Petty Cash as and when necessary.

17. To assist the Housing Officer and Operational Manager in ensuring that rent is regularly collected and appropriate records maintained.
18. 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.

**(Relationships/Partners)**

**Internal**

19. To work closely with the Senior Support Worker and Operational Manager in ensuring young people gain access to appropriate services and support.
20. To provide information in a timely manner as requested by other departments within the organisation, including case studies.

**External**

21. To liaise with external agencies (statutory and voluntary) as appropriate; attending meetings, forums and training.
22. To actively promote the work of Oasis Aquila Housing, including taking opportunities to expand the network of the project and organisation, for the benefit of residents.

**General Duties**

- To support and embody the ethos and values of Oasis Aquila Housing.
- To work in a flexible manner, taking initiative and prioritising the needs of the Project and organisation.
- To attend regular supervision meetings with your line manager
- To attend any relevant training courses as required by your line manager.
- To carry out appropriate duties, in line with the purpose of the job, as may be reasonably required by your line manager.
- To assist with building maintenance duties.
- To participate in social/team building activities with service users; including Activity Residentials.
- To take opportunities to raise support for Oasis Aquila Housing and to promote its activities.
- To actively participate in the wider life of Oasis Aquila Housing; attending all staff meetings as required.

Signed (Employee) ..... Date.....

Signed (Line Manager)..... Date.....

**PERSON SPECIFICATION: SUPPORT WORKER**

**OASIS AQUILA FOYER**

	Essential	Desirable
Job Knowledge	<p>Educated to A Level</p> <p>NVQ level 2 in Housing/Supporting young people into independence / relevant Social/Youth Work qualification</p> <p>OR able to demonstrate qualified by experience</p>	
Experience	<p>Proven track record of working in supported housing projects with young people and/or extensive experience of supporting vulnerable and/or challenging young people</p>	<p>Experience in Social/Youth work</p>
	<p>An understanding of the pressures facing young people today, particularly homelessness</p> <p>Understanding of training and employment and issues for young people</p> <p>Understanding of welfare benefits system</p>	
	<p>Experience of needs and risk assessment; delivering support tailored to the individual</p> <p>Experience of supporting individuals on a one-to-one basis through key work</p>	<p>Experience in facilitating group work and/or workshops with young people</p>
	<p>Ability to engage, relate to and motivate young people</p>	
	<p>Experience in the use of IT (MS Office)</p> <p>Proven organisational and administrative skills</p>	
	<p>Experience working in partnership with statutory/voluntary agencies</p>	
	<p>Experience working unsociable hours/a shift pattern</p> <p>Experience of lone working</p>	
Skills	<p>Excellent inter-personal skills</p> <p>Committed team player</p> <p>Excellent communication and administrative skills (oral/written)</p> <p>Ability to handle conflict</p>	<p>Ability to undertake domestic tasks and basic maintenance</p>

	Ability to use initiative; taking responsibility for a group	
Other attributes	<p>Self-motivated</p> <p>Able to cope with pressure/stress</p> <p>Tenacious, professional, resilient, reliable</p> <p>A flexible/adaptable approach</p> <p>Able to manage and prioritise a heavy and varied workload in a demanding and challenging environment and to work unsupervised</p> <p>Professional; a strong understanding of the importance of boundaries in supporting young people, with an ability to work within and administer appropriate boundaries</p> <p>Ability to reflect on own practice, accept feedback and make changes as a result</p> <p>A mature and flexible approach; excellent emotional intelligence and self-awareness, with an ability to work calmly under pressure</p> <p>Able and willing to actively embrace the ethos and values of Oasis Aquila Housing</p>	



## 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%.

### 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.