



## JOB DESCRIPTION

### Housing Project Team Leader – No.3

- Responsible to:** Head of Housing
- Responsible for:** Operational Team Members; Housing Support Workers, Senior Support Worker, Bank Staff and Volunteers at No.3
- Location:** Oasis Aquila No.3, south east London
- Salary:** Salary Grade D+: £24,485 – £26,125 per annum + London weighting + supplementary payment for sleep shifts
- Hours:** Full time, working to a 4 week rota pattern, including 'sleep in' shifts, your hours of work will vary weekly and will include flexible and unsocial (bank holiday, evening, weekend) working.
- Benefits:** Oasis Aquila 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%.
- Oasis Aquila 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

#### **Job Purpose:**

To provide day to day oversight of the Project including line management of the Project Team, Health and Safety, Safeguarding, the development of Life and Employability Skills through support programmes and activities, monitoring and oversight of holistic support provision to Service Users. To provide Christian leadership within the Project.

#### **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.

### **Duties & Responsibilities:**

- Responsibility for day to day oversight of the project, ensuring the delivery of the service is at all times in line with the organisational ethos, values, policies and procedures
- Providing supervision and management for the staff team, being the first port of call for any staffing issues, including performance appraisals
- Participating in the recruitment and selection of new project staff
- Oversight of project volunteers in conjunction with Supporter Relations Officer
- Facilitating regular staff meetings
- Providing on-call support during unsocial hours as per rota
- Monitoring day to day expenditure against the project budget as guided by the project budget and Head of Housing
- Oversight of holistic support to Service Users; motivating and empowering Service Users to work towards independence, ensuring support provision is personalised to individual needs, overseeing Service Users journeys through the project into suitable move-on accommodation including undertaking progress reviews. Acting as Key Worker to Service Users as and when needed i.e. when Support Workers are on leave or absent from work due to sickness
- Responsibility for implementation of Safeguarding policies and procedures in the project; making day to day safeguarding referrals, on-going case management, and reporting to Courts/Family Services/Children's Services, in conjunction with the relevant Safeguarding Leads
- Ensuring confidentiality of personal data held in the care of the organisation and project staff, as specified in the Data Protection Act 1998 (GDPR 2018) and Oasis Aquila Housing policies and procedures
- In line with organisational policies and procedures, and in conjunction with the Head of Housing, to issue sanctions, including serving warning and eviction notices to service users in breach of their tenure / project rules
- Oversight of interviews and assessments for applicants to the project, with refusals being referred to Head of Housing for authorisation
- Ensuring maximum occupancy and full recovery of rents, through oversight of Housing Benefit claims, collection of Service Charges from Service Users, pursuing arrears and debt with Housing Benefit, Social Services and individual Service Users/ex Service Users where necessary, and ensuring 'spot purchase' rooms are filled if appropriate
- Overseeing the issuing and ending of tenure in accordance with the law and good practice
- Receiving complaints and appeals in the first instance
- Ensuring accurate and timely record keeping within the project, including use of the InForm system
- Reporting/accountable to senior management for project performance
- Maintaining relationships with external stakeholders relevant to the project

- Ensuring project properties are maintained to the highest standard and satisfy Health and Safety and Fire Standards; in conjunction with the Maintenance Team Leader
- Completion and submission of project Risk Register
- Aiding the Head of Housing in preparing for audits and reviews as required by partners, funders and stakeholders
- Working to ensure the implementation of the Oasis Aquila Housing ethos within the project; through provision of training and input to staff, students and volunteers (OR)\*

**General:**

- To work in a flexible and effective 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 assist with basic building maintenance tasks as needed
- To actively participate in the wider life of Oasis Aquila Housing (prayer meetings, staff conference, retreats etc.)
- Any other reasonable duties as required by the Head of Housing and Director of Housing

**Scope & Limits of Authority:**

The post holder will line manage Senior Workers, Support Workers, Bank/Relief staff and volunteers within the project and is responsible for ensuring all team members are competent and confident within their roles, and are providing quality support provision to Service Users.

The post holder is responsible for ensuring occupancy levels, recovery of rents and project expenditure are in line with budgets that have been set, through effective oversight of Housing Benefit claims, collection of Service Charges and Rent Shortfall from Service Users and pursuing arrears and debt with relevant individuals and agencies.

**Personal Specification/Key Competencies:**

**Qualifications:**

- Relevant qualification to NVQ Level 3 (Essential)

**Work Experience:**

- Experience at Senior Support Worker or Team Leader level within supported housing projects; including needs and risk assessment, delivery of holistic support to service users, health and safety (Essential)
- Experience managing staff or volunteers (Desirable)
- Experience working in the safeguarding arena (Essential)
- Experience working with young people, and knowledge of the related issues facing young people who experience homelessness, including offending, sexual exploitation, substance misuse, domestic abuse (Essential)

**Skills, Knowledge & Aptitude:**

- Proven skills in leading, motivating and empowering staff and volunteers (Desirable)
- Excellent organisational skills, including time management and prioritisation (Essential)

- Ability to manage a heavy and varied workload in a demanding and challenging environment (Essential)
- Excellent interpersonal skills, and ability to build cooperative working relationships both within a team / organisation and with other agencies (Essential)
- Ability to effectively use computer software packages i.e. Microsoft Office (Essential)
- Ability to develop & maintain professional staff/service user boundaries and support others to do the same (Essential)
- A mature, professional and flexible approach; excellent personal emotional intelligence and self-awareness, with an ability to work calmly under pressure, to reflect on own practice and accept feedback (Essential)
- Ability to challenge inappropriate behaviour (Essential)

**Motivation:**

- Be a committed Christian (Essential) as exempted in The Equality Act 2010 Part 1, Schedule 9
- Be passionate and enthusiastic about supporting young people to bring about change in their lives (Essential)

**Please note** for this role at No.3:

\* There is an Occupational Requirement (OR) for the postholder to be female and is therefore only open to female applicants as exempted in The Equality Act 2010, Part 1, Schedule 9



## 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.