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| **Job Description** |
| **Job Title:** |  **Support Worker (O’Hanlon House)** |
| **Section:** | **Housing & Support Services (O Hanlon House Hostel & Community Properties)** |
| **Reports to:** | **Team Leader** |
| **Responsible for** | **Supporting clients residing in the hostel and with preparation to move on.** |
| **Location** | **Oxfordshire – Your main office base will be O’Hanlon House. You may be required to work in other services and offices.** |
| **Main Purpose of Job** |
| 1. To perform with high standard and high quality Housing, Support and Resettlement standards.
2. To ensure the Health & Safety and Safeguarding of clients and staff.
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|  **Principal Accountabilities**  |
| * **To ensure the effective delivery of high quality care, support and housing management according to Homeless Oxfordshire policies and procedures.**
* **To work as part of a rota pattern in O’Hanlon House.**
* **To be a supportive and effective part of the team.**
* **Support clients in their stay; to manage their accommodation, work towards make positive changes in their lives where they would like to, including engaging in the community and moving on from the service.**
* **To assess and manage risk for individuals and in the service, reporting concerns to the team, Team Leader and Manager in line with procedures.**
* **Ensure support plans and risk management plans are documented and agreed with clients in line with procedures.**
* **Work with the Team Leader and Manager to achieve agreed contractual performance targets and organisational targets and objectives.**
* **Report to the Team Leader or Manager any safeguarding concerns without delay in line with procedures.**
* **To support the day to day running of the service and perform shift responsibilities and duties that maintain good health and safety and ensures the safeguarding of clients and others.**
* **Maintain a safe, clean and welcoming environment.**
* **Manage challenging situations in line with procedures and to ensure the safety of yourself and others.**
* **Ensure that IT systems are updated as required and concise record keeping is completed promptly.**
* **Adhere to financial processes including collection of charges and arrears recovery according to Homeless Oxfordshire policies and procedures.**
* **Follow policies and procedures and work with the Team Leader and Manager to ensure good practice in our service and support to clients.**
* **Maintain positive relationships with clients, relatives, carers, professionals, commissioners, contractors and the local community.**
* **Maintain positive client satisfaction; giving a respectful communication and service to clients.**
* **Ensure clients are aware of and support them to maximise their opportunity to be involved in Client Participation within their time at Homeless Oxfordshire services.**
* **To participate in the induction of and support new team members.**
* **Be aware of relevant legislation changes for housing support and care.**
* **To ensure that Homeless Oxfordshire’s Equal Opportunities Policies are complied with and promoted in carrying out duties of the post.**
* **To represent Homeless Oxfordshire at interagency meetings as required.**
* **To undertake any other duties that can be reasonably required to meet the operational needs of Homeless Oxfordshire Ltd.**
* **The work of Homeless Oxfordshire requires a commitment to work across the whole organisation with other services and departments as appropriate.**
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| Safeguarding Statement |
| Homeless Oxfordshire is committed to safeguarding all vulnerable adults, children and young people that come into contact with our services. We believe that all vulnerable adults, children and young people have an equal right to protection from abuse, regardless of their age, race, religion, ability, gender, language, background or sexual identity and consider the wellbeing of the vulnerable adult, child or young person is paramount.We will take every reasonable step to ensure that vulnerable adults, children and young people are protected where our staff and other colleagues are involved in the delivery of our work. All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately. We expect everyone (staff, board, associates, volunteers and anyone working on behalf of the Company) to have read, understood and adhere to this policy and related procedures. |

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| Health and Safety Statement |
| Under the Health & Safety at Work Act you have to ensure the Health & Safety of yourself and others who may be affected by what you do or fail to do. This includes colleagues, clients, public and contractors. The Act applies to all work activities and premises and everyone at work has responsibilities under it. You must co-operate with any work place Risk Assessments and draw any perceived problems to the attention of your line manager.In addition to the general obligations of all employees under the Health & Safety at Work Act, you have a duty to undertake periodical review and Risk Assessments of your operational areas as it affects staff, clients, public and contractors.The Risk Assessment includes all aspects of your responsibilities as covered by legislation. These Risk Assessments will be recorded and identified problems dealt within appropriate time scales. Records to be maintained of all work undertaken which is a requirement of Health & Safety Law. |

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| ***This job description accurately reflects the requirements of the job at the time of writing but may be subject to change from time to time to meet the changing needs of Homeless Oxfordshire.*** |

**Person Specification**

**ESSENTIAL CRITERIA**

**Knowledge**

* Understanding of the issues facing homeless people.
* Understanding of policies to prevent discrimination and harassment on grounds of gender, race, age, sexuality or beliefs.

**Experience**

* Experience of working in a face-to-face environment with people.

**Skills and Abilities**

* Ability to work as part of a team and make quick and appropriate decisions
* Ability to engage with and provide support to vulnerable people effectively
* Ability to deal with challenging behaviour
* Excellent communication skills, both written and verbal
* Ability to input and access a database
* Ability to work without direct supervision

**DESIRABLE CRITERIA**

* Some experience of working in a similar environment.
* Experience in administration and the completion of statutory paperwork.
* Experience of cash handling

We also want the postholder to be able to demonstrate the following competences to a high level and want to use these to the full in their work. This is more important than having a great deal of direct experience of the job content, and we will be looking for evidence of all the following key competences during the selection process if you are shortlisted.

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|  | Descriptor |
| Adaptability and Personal Responsibility | Modifies own style and approach in order to achieve goals and effectiveness. Is responsive and adaptable to change; energetic, positive and resilient in seeing things through. |
| Client and Stakeholder Focus | Focused on the views and needs of clients and other stakeholders. Ensures that individual focus is at the core of service provision. |
| Managing Relationships and Team Working | Develops and maintains positive relationships with a variety of people. Networks internally and externally for the benefit of OXHOP and its services. Displays self-awareness and integrity in all relationships. |
| Application of Knowledge, Managing Systems and Problem Solving  | Proactively identifies problems, seeking relevant data, recognising important information and diagnosing possible causes. Applies own knowledge and skills appropriately to contribute to effectiveness of OXHOP operations, processes and systems.  |
| Self Awareness and Personal Development | Open and committed to continuous development, ability to apply new information and learn from experiences. Shares knowledge and learning with others and recognises own strengths and areas for development  |
| Respect for All | Understands and works within OXHOP’s commitment to equality and diversity. Respects and values the diversity of colleagues, clients and wider operational environment. Demonstrates commitment to enhancing and developing OXHOP services in line with principles of equality and diversity. |

