

| Job Description | |
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| Job Title: | Housing and Resettlement Worker (Cherwell) |
| Section: | Support Services (Mawle Court, Banbury) |
| Reports to: | Team Manager |
| Responsible for | Supporting clients progress with their support plans and to achieve outcomes of planned move on. |
| Location | Banbury – Your main office base will be at Mawle Court, OX16 5BP, but you will be required to work in other projects and offices from time to time. |
| Main Purpose of Job | |
| <ol style="list-style-type: none"> 1. To perform with high standard and high quality in Housing, Resettlement and Drug and Alcohol support services 2. To ensure the Health & Safety and Safeguarding of clients and staff. | |
| Principal Accountabilities | |
| <ul style="list-style-type: none"> • To ensure the effective delivery of high quality care, resettlement support and housing management in accordance with Homeless Oxfordshire’s policies and procedures. • To provide wrap-around support for clients through individualised support and care plans • To deliver support through education, sign-posting, positive engagement, etc. • To manage rent accounts and the collection of rent in accordance with policy and procedure • To deliver an effective tenancy management service including sign-ups, enforcement of tenancies, etc. • To provide a visible presence at Mawle Court during normal office hours, responding to customer queries and general site management to include health and safety • To assess risk and suitability of referrals for the service. • To be a supportive and effective part of the team. • To be responsible for supporting and working with clients to achieve suitable move on and successful outcomes. | |

- **Support clients in their stay; to manage their accommodation, work towards make positive changes in their lives - where they choose 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 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 Manager and colleagues to achieve agreed contractual performance targets and organisational targets and objectives.**
- **Report to the Team Manager any safeguarding concerns without delay in line with procedures.**
- **To support the day to day running of the service with 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 Manager and colleagues 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 and commissioning council 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.**

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

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Homeless Oxfordshire

Date: April 2018

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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.

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.

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 – Housing and Resettlement Worker

We want the post holder 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 (please see attached grid for further details).

- Adaptability and personal responsibility
- Client and customer focus
- Managing relationships and partnership working

- Application of knowledge, managing systems and problem solving
- Self awareness and personal development

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| | <ul style="list-style-type: none">• Respect for all |
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ESSENTIAL CRITERIA

Knowledge

- An understanding of the needs of homeless people.
- Knowledge of voluntary and statutory services available to homeless people.
- An understanding of housing legislation & allocation procedures
- A good understanding of the benefits system
- A commitment to, and an understanding of, policies to prevent discrimination and harassment on grounds of gender, race, age, sexuality or any other unfair reason.

Experience

- Experience of working with homeless people, or people with similar issues (for example mental health, drug or alcohol problems).
- Experience of working with people with complex multiple needs
- Experience of liaison with different agencies on clients' behalf

Skills and Abilities

- Excellent verbal and written communication skills.
- Ability to keep comprehensive case files and notes.
- Ability to deal with challenging behaviour, and motivate clients.
- Ability to produce letters and reports using Microsoft Word, and to store/retrieve information on a computer database.
- Ability to work effectively as part of a team.
- Commitment to the Values and Objectives of Homeless Oxfordshire Ltd
- Personal resilience with a problem solving approach to complex needs clients

DESIRABLE CRITERIA

- Knowledge of the Oxfordshire Homeless Network.
- Experience or training in related fields. i.e.; social work, counselling, advice work, mental health.
- Experience of working in Supported Housing or similar project working with homeless people.
- An understanding of the criminal justice and asylum systems





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