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| Job Title: | Support Worker (Banbury) | | | |
| Organisational Level: | Housing & Support Services | | | |
| Hours: | 37.5 -Full Time | Status: | | Permanent |
| Accountable to: | Team Manager | Responsible to: | | Manager |
| Remuneration:  Per annum | £ 22,000 | Responsible for: | | Safety and support of residents in Banbury |
| Location: | Banbury, Oxfordshire | | | |
| Date produced: | 24/05/2022 | Date for review: | 24/05/2023 | |

**Main purpose of job:**

This role is responsible for delivering a safe and supportive service to all residents living at our supported accommodation service in central Banbury. The role holder needs to work alongside the team and external agencies to ensure the effective delivery of high quality care, support and housing management according to Homeless Oxfordshire Policies and Procedures.

**Organisational Structure:**

**Main Areas of Responsibility:**

* Ensure the effective delivery of high quality care, support and housing management according to Homeless Oxfordshire policies and procedures.
* To be a supportive and effective part of the team working as part of a rota including evenings and weekends.
* Maintain a safe, clean and welcoming environment.
* To support and encourage clients to care for themselves and develop independent living skills.
* To assess and manage risk for individuals and in the service, making use of emergency services as required.
* Report any safeguarding concerns without delay in line with procedures.
* To make and maintain Housing Benefit claims and support clients to pay their service charges regularly
* To work in partnership with other agencies to ensure the delivery of holistic wrap around support
* To support the running of the service and perform shift responsibilities and duties that maintain good health and safety and ensures the safeguarding of clients and others.
* Manage challenging situations in line with procedures and to ensure the safety of yourself and others.
* To participate in handovers at the beginning and end of shifts, ensuring that information is properly recorded and passed on where appropriate and relevant and in a timely fashion
* Ensure that IT systems are updated as required and concise record keeping is completed promptly.
* Maintain positive relationships with clients, relatives, carers, professionals, commissioners, contractors and the local community.
* Ensure clients are aware of and support them to maximise their opportunity to be involved in Client Participation.
* To participate in the induction of and support new team members.
* To ensure that Homeless Oxfordshire’s Equal Opportunities Policies are complied with and promoted in carrying out duties of the post.
* To undertake any other duties that can be reasonably required to meet the operational needs of Homeless Oxfordshire.

**Other responsibilities:**

The work of Homeless Oxfordshire requires a commitment to work across the whole organisation with other services and departments as appropriate.

**Team-wide responsibilities:**

Homeless Oxfordshire strives to be effective, appropriately challenge people and systems, inspire clients, our partners, and each other. We are responsive to need and compassionate. Above all we are brave and will not give up on people that society may have left behind.

**Key working relationships**

* **HRW Banbury**
* **HRW Bicester**
* **Cherwell Team Manager**
* **Concierge**

**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.

**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.

## Person Specification:

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| **Factors** | **Essential** | **Desirable** | **Recruitment Selection Method**  **(A**pplication**, I**nterview**, As**sessment**)** |
| **Knowledge, Experience, Qualifications, Professional Memberships & Training** | • An understanding of the needs of homeless people  • Experience of working in a face-to-face environment | • Experience of working with people with mental health, drug or alcohol needs.  • Knowledge and understanding of trauma.  • Experience of working in a hostel, or similar, environment. | A, I |
| **Communication, Engagement & Relationships** | * Open attitude to change and ability to facilitate, enable and encourage the engagement of others in the change process * Ability to connect with, motivate and drive others * Modifies own style and approach in order to achieve goals and effectiveness * Focused on the views and needs of clients and other stakeholders and ensures that individual focus is at the core of service provision * Displays self-awareness and integrity in all relationships * Ability to make quick and effective decisions * Excited by and passionate about delivering impact for people experiencing homelessness * IT literate with knowledge of Microsoft packages in order to produce letters & reports and store/retrieve information from databases. |  | A, I |
| **Team Skills** | * Ability to lead, inspire and engage team to own and deliver on Homeless Oxfordshire’s Vision and Objectives * Ability to deal with challenging behaviour * Thrives on working with others: is motivated by working closely with other people, building and managing relationships and meeting new people * Thrives in a fast-pace envionment, with a 'can do' attitude * Self-motivated and open: reflects on self, willing to be open and honest about self-reflection and seeks personal improvement * Enthusiasm, energy and willingness to meet challenging demands and work to deadlines * Commitment to the Values and Objectives of Homeless Oxfordshire * Ability to work across the whole organisation with other services and departments as appropriate |  | A, I |
| **Analytical, Problem Solving & Judgement Skills** | * Able to identify and resolve risk management issues according to policy/protocol * Understanding of the context in which you work, the needs of others and able to connect people and projects so that the sum of the parts is greater than the individual elements. |  | A, I |
| **Planning & Organisational Skills** | * Able to methodically plan, manage, monitor, advise and review risks and issues and provide resolution * Ability to organise, plan and prioritise on own initiative, for self and others, including when under pressure and meeting deadlines * Ability to keep comprehensive case files and notes |  | A, I |
| **Standards & Compliance** | * Knowledge of safeguarding legislation and risk assessment methodology * Knowledge of voluntary and statutory services available to homeless people and vulnerable adults * Able to operate competently regarding managing data and information in accordance with the Data Protection Act (DPA) (2018) and the General Data Protection regulations (GDPR). |  |  |
| **Equality, Diversity & Inclusivity** | * Respects and values the diversity of colleagues, clients and wider operational environment. * Demonstrates commitment to enhancing and developing Homeless Oxfordshire services in line with principles of equality and diversity * Ability to work in accordance with equal opportunity policies/procedures and promote the equality and diversity agenda of the organisation. |  | A, I |
| **Personal / Professional Development** | * Commitment to developing skills required to progress in role * Commitment to appraisal and annual review process with manager * Ability to apply new information and learn from experiences. * Shares knowledge and learning with others and recognises own strengths and areas for development |  | A, I |

*This job description is a broad reflection of current duties, but it is not exhaustive. It will be reviewed on no less than an annual basis to reflect priorities and developments during the on-going appraisal and performance review process and any organisational change arising.*

**Best Practice Recruitment**

**Equality & Diversity**

The organisation is committed to achieving equality of opportunity for all employees and for those who access services. You must work in accordance with equal opportunity policies/procedures and promote the equality and diversity agenda of the organisation.

**Health & Safety**

The organisation recognises its duties under the Health and Safety at Work Act (1974) to ensure, as far as it is reasonably practical, the Health, Safety and Welfare at Work of all its employees and, in addition, the business of the organisation shall be conducted so as to ensure that all individuals having access to organisational premises and facilities are not exposed to risk to their health and safety. All employees under contract will be expected to comply with all appropriate Health and Safety policies and ensure all statutory and mandatory training is up to date.

**Risk Management**

All employees will always follow risk management policies and procedures. All employees are personally responsible for risk management issues in respect of yourself and colleagues. If you identify a potential hazard you should report it to [INSERT] at once using the organisational incident reporting process. If in doubt you should speak to your manager for guidance.

All employees have a responsibility to report accidents or incidents promptly and when requested, to co-operate with any investigation undertaken. All employees must use the safety equipment provided and report any defects to their manager. You must attend risk management training as directed by your manager.

If you are a manager or have line management responsibilities for employees, a department or area of work, you are responsible for the risk management issues in that area. In conjunction with risk management you will ensure that there is an annual risk management audit in your area, risks are identified on the local risk register and that where necessary, an action plan eradicating risks is drawn up and implemented.

**Policies and Procedures**

Employees are expected to follow organisational policies, procedures, and guidance as well as professional standards and guidelines. Copies of policies can be accessed via the BreatheHR system . The organisation operates a policy which promotes a smoke free environment.

**Appraisal and Personal Development**

The organisation is committed to lifelong learning for all employees and has put in place an appraisal and development infrastructure.

All employees have a responsibility to participate in an annual appraisal with their line manager and to identify performance standards for the post. As part of the appraisal process employees have a joint responsibility with their line manager to identify any learning development needs to meet the agreed performance standards.

**Information Governance**

It is a contractual requirement for the post holder to ensure that as a minimum they acquire the necessary skills to implement good practice in all matters relating to information governance and in particular data which can be attributed to an individual. The job holder must adhere to information governance policies and procedures including the Data Protection Act (2018).

Managers have a responsibility to ensure that their employees are equipped with the necessary tools to use in the implementation of information governance.

**Equal Opportunities**

The organisation is committed to respect for others, equality of opportunity and diversity in the workplace. All managers and employees must know what is expected of them and are responsible for ensuring that this is delivered in practice in their day to day working lives. The organisation will not tolerate any forms of bullying or harassment in the workplace.

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| **Signed:** |  | **Line Manager Name:** |  | **Date:** | Click or tap to enter a date. |
| **Signed:** |  | **Employee Name:** |  | **Date:** | Click or tap to enter a date. |

