



JOB DESCRIPTION

Job Title:	Housing and Resettlement Worker (Cherwell Project)		
Hours:	Full-Time	Status:	Permanent
Accountable to:	Team Manager		
Remuneration: Per annum	£24,000	Responsible for:	Safety and support of residents in Bicester
Location:	Bicester		
Date produced:	06/02/2023	Date for review:	06/02/2024

About us:

Homeless Oxfordshire Ltd is a registered charity working across the county with people who are facing homelessness. We provide a range of accommodation with access to high quality support, offering a safe and welcoming space for people to take control of their own lives.

We strive to provide a greater level of psychologically informed support in the right environments for some of the most vulnerable people across the county. A large part of our future plans involve the acquisition of new properties and the development of existing accommodation, and in order to do this we need to increase the amount we raise through voluntary income.

Main purpose of job:

This role is responsible for delivering a safe and supportive service to all residents living at our accommodation provision in Bicester. The role holder will lead on the case management of clients with low to medium support needs who are working towards living independently within twelve months. Working in partnership with other agencies the role holder will create holistic, individualised support plans, identifying and pro-actively working towards appropriate and timely move ons.

Our Values:

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.

Main Areas of Responsibility:



JOB DESCRIPTION

- To ensure the effective delivery of high quality care, resettlement support and housing management according to Homeless Oxfordshire policies and procedures.
- To be responsible for supporting and working with clients to achieve suitable move on and successful outcomes.
- To assess risk and suitability of referrals for the service.
- To be confident in lone working, connecting remotely with the wider Cherwell team daily and attending team meetings in Banbury once per week.
- 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.
- 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.
- Maintain positive relationships with all stakeholders.
- 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.
- 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 represent Homeless Oxfordshire at interagency meetings, as required.
- To manage rent accounts and the collection of rent in accordance with policy and procedure
- To undertake any other duties that can be reasonably required to meet the operational needs of Homeless Oxfordshire Ltd.

Key working relationships

- Team Manager
- Cherwell Housing & Resettlement Workers
- Cherwell Support Workers
- External partners working in the Cherwell District

Safeguarding statement:

Homeless Oxfordshire is committed to safeguarding and promoting the welfare of all adults, children and young people who are at risk of harm and that come into contact with our services. We believe that all 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. As a result, we have a robust safeguarding policy to ensure everyone is treated



JOB DESCRIPTION

fairly and a whistleblowing policy to enable people raise any concerns confidentially. We expect everyone working on behalf of the Company) to share this commitment and read, understand and adhere to this policy and related procedures.

Equal Opportunities

We employ people on the basis of their abilities. We strive to attract and develop talent that is representative of our clients and all sections of the society, and do not discriminate based on age, faith, disability, race, gender, sexuality and socio-economic, regional or cultural background.

If you are shortlisted and need us to make any adjustments to help you attend for interview, please let us know.

What we offer

We believe in our people and empower them to deliver the best services and outcomes for our clients. In addition to 26 days annual leave days per year plus bank holidays (increasing incrementally up to 30 days at 5 year's service) , we have an extensive list of benefits that include: Employee Assistance Programme, Cycle to Work, matching pension scheme days, retail discounts, eyecare vouchers, free lunch at our OHH location and development opportunities.

Person Specification:

Factors	Essential	Desirable	Recruitment Selection Method (Application, Interview, Assessment)
<p>Knowledge, Experience, Qualifications, Professional Memberships & Training</p>	<ul style="list-style-type: none"> • An understanding of the needs of homeless people • Experience of working with people experiencing multiple disadvantages 	<ul style="list-style-type: none"> • An understanding of housing legislation & allocation procedures • A good understanding of the benefits system • 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 system 	<p>A, I</p>
<p>Communication, Engagement & Relationships Skills</p>	<ul style="list-style-type: none"> • Able to appropriately build relationships to gain the cooperation of relevant stakeholders (including residents, senior and peer colleagues, other professionals) • Able to gain acceptance influence, motivate, persuade, and engage audiences in agreed course of action where there may be significant barriers to overcome • Open attitude to 		<p>A, I</p>

	<p>change and ability to facilitate, enable and encourage the engagement of others in the change process</p> <ul style="list-style-type: none"> • 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. 		
<p>Team skills</p>	<ul style="list-style-type: none"> • Ability to lead, inspire and engage team to own and deliver on Homeless 		<p>A,I</p>

	<p>Oxfordshire’s Vision and Objectives</p> <ul style="list-style-type: none"> • 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 environment, 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 		
<p>Analytical, Problem Solving & Judgement Skills</p>	<ul style="list-style-type: none"> • Able to identify and resolve risk management issues according to policy/protocol • Recognises priorities when problem solving 		<p>A, I</p>

	<p>and identifies deviations from the normal pattern and can refer these where required for resolution</p> <ul style="list-style-type: none"> Analyse, interpret, and present data to highlight issues and risks to support decision making. 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. 		
Planning & Organisational Skills	<ul style="list-style-type: none"> Able to methodically plan, manage, monitor, advise and review risks and issues and provide resolution Ability to organise, plan and prioritise on own initiative, including when under pressure and meeting deadlines Produce timely and informative reports Manage the flow of process and practice Proactively participate in annual reviews for self and for others 		<p>A, I</p>
Standards & Compliance	<ul style="list-style-type: none"> Knowledge of safeguarding legislation and risk assessment 		<p>A, I</p>

	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> • A commitment to working in the best interest of our client group. • A good understanding of equality, diversity and inclusion practice 		A,I
Personal / Professional Development	<ul style="list-style-type: none"> • 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