

Job Description

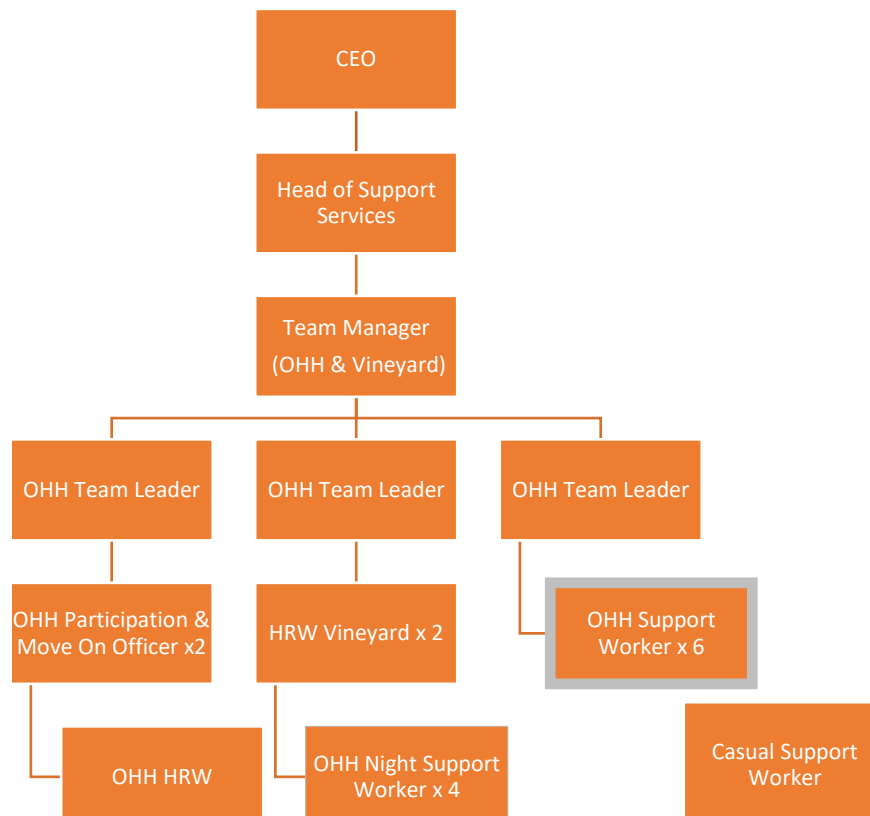
Job Title:	Casual Support Worker (O’Hanlon House)		
Organisational Level:			
Hours:	Zero	Status:	Choose an item.
Accountable to:	Team Leader	Responsible to:	Team Leader
Remuneration: Per hour	£11.35 per hour	Responsible for:	Supporting clients residing in the hostel and with preparation to move on.
Location:	O’Hanlon House.		
Date produced:	Click or tap to enter a date.	Date for review:	Click or tap to enter a date.

Main purpose of job:

To perform with high standard and high quality Housing, Support and Resettlement standards.

To ensure the Health & Safety and Safeguarding of clients and staff.

Organisational Structure:



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Main Areas of Responsibility:

- 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.
- 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.

Other responsibilities:

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- 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 undertake any other duties that can be reasonably required to meet the operational needs of Homeless Oxfordshire Ltd.

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.

Responsible for employees

Provide clear and consistent leadership and line management of the [INSERT] Team, ensuring they meet all aims, objectives and outcomes.

- Conduct fair and inclusive recruitment processes should the need arise.
- Support the professional development and wellbeing of the [INSERT] Team.

Key working relationships

Team Leader's

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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Person Specification:

Factors	Essential	Desirable	Recruitment Selection Method (Application, Interview, Assessment)
Knowledge, Experience, Qualifications, Professional Memberships & Training	<p><i>If the postholder requires a specific qualification to carry out the functions of the role, this should be stated in this section, stating the level of the qualification (i.e. Postgraduate Degree) and the relevant discipline. Some posts may require professional qualifications and accreditations. Consider if relevant experience could be a substitute for a qualification – for example, could an applicant carryout a management role with a substantial amount of experience but no formal qualification?</i></p> <p><i>Specify any knowledge the candidate is required to bring to the role such as knowledge of a specific professional knowledge such as health and safety legislation, systems / procedures.</i></p>	<p>Understanding of the issues facing homeless people.</p> <p>Understanding of policies to prevent discrimination and harassment on grounds of gender, race, age, sexuality or beliefs.</p>	
Communication, Engagement & Relationships	<p><i>The criteria “good communication skills” is vague and covers a range of possible skills. Try to specify the nature and level of communication skills that the job requires e.g. Excellent interpersonal, influencing and negotiation, written and verbal communication skills</i></p> <ul style="list-style-type: none"> <i>Demonstrable ability to communicate complex and sensitive information in an understandable form to a variety of audiences (e.g. public)</i> <i>Able to appropriately build relationships to gain the cooperation of relevant stakeholders (including customers, senior and peer colleagues, other professionals)</i> <i>Able to gain acceptance influence, motivate, persuade, and engage audiences in agreed course of action where there may be significant barriers to overcome</i> 		
Team Skills	<p><i>Include in this section if you job holder needs to be a team player, what attributes are you wanting to see, ways of working, give a sense of the ‘team spirit’.</i></p>	<p>Ability to work as part of a team and make quick and appropriate decisions</p> <p>Excellent communication skills, both written and verbal</p> <p>Ability to work without direct supervision</p>	

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<p>Analytical, Problem Solving & Judgement Skills</p>	<ul style="list-style-type: none"> • <i>Able to obtain and analyse complex technical data and information</i> • <i>Able to identify and resolve risk management issues according to policy/protocol</i> • <i>Recognises priorities when problem solving and identifies deviations from the normal pattern and can refer these where required for resolution</i> • <i>Analyse, interpret, and present data to highlight issues and risks to support decision making</i> <i>What might they need to overcome – barriers, conflict, pressures/priorities, in the role</i> 	<p>Ability to engage with and provide support to vulnerable people effectively.</p> <p>Ability to deal with challenging behaviour</p>	
<p>Planning & Organisational Skills</p>	<ul style="list-style-type: none"> • <i>Able to methodically plan, manage, monitor, advise and review risks and issues and provide resolution</i> • <i>Ability to organise, plan and prioritise on own initiative, including when under pressure and meeting deadlines</i> • <i>Produce timely and informative reports</i> • <i>Manage the flow of process and practice</i> • <i>Proactively participate in annual reviews for self and for others</i> 	<p>Some experience of working in a similar environment.</p> <p>Experience in administration and the completion of statutory paperwork.</p> <p>Experience of cash handling</p>	
<p>Standards & Compliance</p>	<p><i>Describe any standards such as ways to handle confidential data/information, standards that you set around ways of working and/or professional bodies that you aligned to, what quality controls might need to be met.</i></p> <p><i>Describe the behaviour that the person will need to perform the role effectively such as the ability to work independently with minimal supervision or the ability to use initiative and be pro-active. To be 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).</i></p>		
<p>Equality, Diversity & Inclusivity</p>	<p><i>What might you want to take the opportunity to promote regarding ED&I for this role and/or the expectations of employees as standard in your organisation.</i></p>		

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**Personal /
Professional
Development**

What do you want to encourage the job holder progresses with regarding personal / professional development. This may be the basic completion of annual objectives, and/or maintain professional accreditation / registration.

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

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 and [INSERT]. 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

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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.

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

