

JOB DESCRIPTION TEMPLATE

About us:

Job Title:	Support Worker		
Hours:	37.5 hours (4 week rolling rota; 1 weekend in 4 on a long day 12hr shift [8am to 8pm]. Early shift 07:45 – 3:15pm; Late shift 12:45 – 8:15pm)	Status:	Permanent
Accountable to:	Cherwell Team Manager		
Remuneration: Per annum	£23,100	Responsible for:	N/A
Location:	Banbury, Oxfordshire		

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. In order to achieve this a large part of our future plans involve the acquisition of new properties and the development of existing accommodation.

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.

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 for clients by leading by example and keeping the office clean and tidy and encouraging clients to keep communal areas and their rooms clean and tidy.
- 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.
- 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.

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 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 fairly and a whistleblowing policy to enable people raise any concerns confidentially.

We expect everyone (staff, trustees, associates, volunteers and anyone 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 of 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.

Person Specification:

Factors	Essential	Desirable	Recruitment Selection Method (Application, Interview, Assessment)
Knowledge, Experience, Qualifications, Professional Memberships & Training	<ul style="list-style-type: none"> • An understanding of the needs of homeless people • Experience of working in a face-to-face environment 	<ul style="list-style-type: none"> • 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. 	<p>A, I</p>
Communication, Engagement & Relationships	<ul style="list-style-type: none"> • 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 <p>IT literate with knowledge of Microsoft packages in order to produce letters & reports and</p>		<p>A, I</p>

	store/retrieve information from databases.		
Team Skills	<ul style="list-style-type: none"> • 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 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 		A, I
Analytical, Problem Solving & Judgement Skills	<ul style="list-style-type: none"> • 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. 		AI
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, for self and others, including when 		AI

	<ul style="list-style-type: none"> under pressure and meeting deadlines • Ability to keep comprehensive case files and notes 		
Standards & Compliance	<ul style="list-style-type: none"> • 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). 		AI
Equality, Diversity & Inclusivity	<ul style="list-style-type: none"> • 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. 		AI
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 		AI

This post is part of Oxfordshire's Homeless Alliance. Its members are people with lived experience of homelessness, service providers, and local authorities. The Alliance has come together to end rough sleeping and improve services so that they make a positive difference to the lives of people who are homeless and at risk of homelessness in Oxfordshire. The job description is a broad reflection of current duties and it is not exhaustive. It will be reviewed regularly to reflect priorities and developments as the need arises.