



Job Title:	Housing and Resettlement Worker, Project 41		
Hours:	37.5 hours	Status:	Permanent
Accountable to:	Community Manager		
Remuneration: Per annum	£29,849	Responsible for:	N/A
Location:	Cowley Road, Oxford		

About us:

We are an open door for people experiencing homelessness whose lives have been shaped by trauma and disadvantage; providing safety, stability and support when it is needed most. We deliver this support across Oxfordshire by providing 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.

Main purpose of job:

Project 41 accommodates individuals within the homeless pathway and as part of Oxfordshire's Homelessness Alliance. These individuals have support needs including substance use, mental health and offending histories, but are able to live in dispersed accommodation in Oxford with a higher level of independence than in our hostels. The successful candidate will understand the trauma people using our services have experienced, and have a compassionate and assertive approach to building relationships. At Project 41 you will provide high quality support service provision, work with clients to ensure suitable and timely move on, ensure the health and safety and safeguarding of service users and colleagues, work in a psychologically informed way, and develop and maintain effective partnerships with relevant agencies.

Main Areas of Responsibility:

- To ensure the effective delivery of high quality support, housing management and resettlement opportunities.
- To develop effective professional relationships with service users that is trauma informed and compassionate, and which empowers and motivates our service users to make positive changes in their lives.
- To work in partnership with support agencies to coordinate a holistic response to an individuals needs; this may include substance use services, probation, health professionals and adult social care.
- To lead on identifying and applying for suitable move on accommodation, and providing support throughout the move and whilst settling in to new accommodation.
- To assess risk and suitability of referrals for the service.
- To be responsible for creating and actioning person centred, strengths based support plans, and identifying and working towards suitable move on.



- To assess and manage risk for individuals and in the service, creating and maintaining risk assessments for all clients. Reporting any safeguarding concerns without delay in line with procedures.
- Work with the Team Manager and colleagues to achieve agreed contractual performance targets and organisational targets and objectives.
- Maintain a safe, clean and welcoming environment across accommodation services; this may include room cleaning and clearance.
- 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.
- To participate in the induction of and support new team members.
- To contribute to a positive team culture which is inspiring and motivational
- Comply with Homeless Oxfordshire's policies and procedures
- Contribute to a positive working environment in which equality and diversity are valued and staff are enabled to do their best.
- Contribute to the work of the broader team.

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 (employees, 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 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	- 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.	
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.		
Analytical, Problem Solving & Judgement Skills and organisational skills	- Able to identify and resolve risk management issues according to policy/protocol - Understanding of the context in which you work, the needs and able to connect people and projects so that the sum of the parts is greater than the individual elements - 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 note		
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)		

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.