



Progression Worker Job Profile

Reports to:	Community Manager
Location:	171 Oxford Road, Cowley Oxford and other locations as required
Hours:	Part time – 30 hours per week Casual as required. Shifts 8am -4pm, 10am -6pm, 12pm -8pm Mon-Sun
Hourly rate:	Part time = £26,000 per year [£32,000 pro rata] Casual = £16.69 per hour

About Emmaus Oxford

Emmaus Oxford is a charity that empowers people to overcome homelessness for good. We provide people with a stable home and life changing tailored support.

We're here for people experiencing or at risk of homelessness. We see the person and their strengths- and help them get their life back on track, based on the future they want to create. As a part of a nationwide movement of local Emmaus charities, we equip people with valuable skills, training and work experience to achieve their goals.

No one's life should be defined by homelessness. In our caring community we build on each individual's abilities, increasing their confidence and self-esteem. The people we support have a purpose and a chance to make a real contribution to their community.

Part time and casual hours are available

Job Purpose

As a Progression Worker you will deliver high quality, structured, person centred support to companions in supported housing, enabling them to build independence, achieve planned outcomes, progress along a clear pathway and successfully move on to independent living.

The role is responsible for coordinating and managing each individual's support plan, ensuring all interventions are outcome focused and aligned to progression goals.

The role is also responsible for ensuring all support activity is clearly evidenced in line with the Supported Housing Act 2023 requirements, including accurate, timely and outcome-focused recording on our case management system, and for maintaining high standards of professional practice.

In addition, the role includes housing management responsibilities, ensuring companions understand and meet the requirements of their licence agreement, maintain their accommodation, and that repairs and maintenance issues are appropriately escalated.

Key Responsibilities

Support Delivery

- Coordinate the referral, assessment and onboarding process, including completing initial needs and risk assessments, Support companions during induction, ensuring they understand expectations, rules and available support.
- Deliver structured, person-centred support through 1:1 sessions and day to day engagement, using strengths based and trauma informed approaches
- Co-produce, coordinate and regularly review individual support and progression plans
- Support companions across housing, health, wellbeing, finances and life skills ensuring all activity aligns to their pathway goals

- Work proactively to address no-engagement, maintaining consistent expectations and boundaries

Progression & Move-On Pathways

- Take lead responsibility for coordinating each companion's pathway towards independent living. Develop clear, structured move on plans from the point of entry
- Support access to education, training and employment opportunities, working closely with our Learning & Development Manager and supporting companion engagement with our Learning & Development Programme
- Work with Housing providers and partners to secure appropriate move-on accommodation
- Monitor and review progress, ensuring outcomes are achieved and dependence on services reduces over time

Compliance & Recording

- Maintain accurate, timely and outcome focused records of all support delivered
- Evidence all interventions on In-Form (our CRM system) in line with regulatory expectations. Ensure all documentation (support plans, risk assessments, reviews) meets audit inspection standards
- Demonstrate clear links between support activity and progression outcomes. Maintain confidentiality in line with data protection requirements.

Risk management & safeguarding

- Identify, assess and manage risk in partnership with companions
- Escalate and review risks appropriately with colleagues and management. Recognise, respond to and report safeguarding concerns in line with policy
- Accurately record all incidents, safeguarding actions and risk assessments. Work collaboratively with external agencies to manage risk effectively

Resident Involvement

- Ensure companions are actively involved in planning and reviewing their pathway
- Promote engagement in community life, activities and service development
- Encourage participation in decision making and feedback processes
- Support independence, responsibility and positive contribution within the community

Partnership Working

- Liaise with external agencies (housing, health, probation, DWP etc.) Advocate on behalf of companions where appropriate.
- Contribute to multi agency working to achieve positive outcomes

Social Enterprise and skills development

- Work with internal teams to support skills development aligned to pathway plans
- Ensure training and learning opportunities support progression goals
- Support development of employability, practical and life skills
- Monitor and review progress as part of move on readiness

Housing Management

- Support understanding and compliance with licence /occupancy agreements
- Support occupancy levels and minimise voids
- Ensure accommodation standards are maintained
- Support health & safety checks and report concerns
- Assist with enforcement actions where required (warnings, notices, evictions)

General Responsibilities

- Contribute to a safe, inclusive and well managed community
- Always maintain professional boundaries
- Promote equality diversity and inclusion
- Participate in supervision, training and reflective practice
- Contribute to achieving service performance targets
- Work flexibly to meet service needs, including participation in an on-call rota and weekends working

Person Specification

Essential

- Experience working with vulnerable adults (e.g. Homelessness, mental health, substance misuse)
- Experience delivering person centred support planning an progression focused outcomes
- Ability to coordinate and support individuals towards independence and move on
- Experience of risk assessment and management
- Strong understanding of safeguarding and professional boundaries
- Strong relationship-building and communication skills
- Ability to manage competing priorities and caseloads
- Accurate and outcome focused record keeping
- Confident IT skills (CRMs, Office 365)
- Understanding of evidencing support delivery in line with regulatory requirements
- Ability to motivate challenge and support individuals
- Ability to work independently and as part of a team
- Empathetic, professional and non-judgemental approach
- Understanding of housing management responsibilities
- Willingness to work flexibly, including evening, weekends and on-call duties

Desirable

- Experience in supported housing
- Experience with case management systems
- Knowledge of the proposed Supported Housing Act requirements
- Knowledge of homelessness and housing pathways
- Trauma-informed, strengths-based practice and /or Psychologically Informed Environments (PIE) experience
- Experience supporting individuals into employment, training, education and accommodation
- Relevant qualification (Housing, Health & Social Care etc)

This post is subject to an enhanced DBS check and receipt of satisfactory references

Benefits

- Company Pension, with employer contribution up to 5%
- Employee Assistance Programme
- Reflective Practice
- Eligibility for a 'Blue Light Card'
- Generous training budget
- On-site parking
- On-call allowance

Reviewed September 2026