

Relief Worker Belfast	
Grade	Relief Worker
Reporting to	Local Management Team
Location	Across Belfast Services
Scope of Responsibility	To provide an efficient and high quality service at any one of our projects working alongside a fully trained staff team to provide supported accommodation, food and shelter to residents. Because of the transient nature of the role, Relief workers will be required to think on their feet, to adapt to new situations quickly.
Hours	“As and When Required” basis - required to be available to cover shifts across a 24/7 rota (can include waking night shifts)
Key Areas of Responsibility	<ul style="list-style-type: none"> <li>• To ensure that the practical needs of the service users are met (in conjunction with ancillary staff and volunteers); i.e. providing food, laundry, clean bedding, etc.</li> <li>• To ensure a safe and secure environment and to maintain high standards within the service.</li> <li>• To work with all service users and to win their trust and respect and to deal with difficult or problematic situations in a sensitive manner.</li> <li>• To carry out the relevant duties on specific rotas</li> <li>• While on shift, to work with other members of the staff team, to make decisions consistent with the project team.</li> <li>• To take an active role in the shift handover</li> <li>• To maintain all records of work necessary for the smooth running of the service.</li> <li>• To ensure that all Depaul policies and procedures are being adhered to, particularly those relating to Health and Safety, Code of Practice and Confidentiality.</li> <li>• To at all times undertake your role in a professional manner maintaining a high quality standard of work, and to always work in accordance with the aims, values and ethos of Depaul.</li> <li>• To respond effectively to service user needs and to ensure that the safety, welfare and well-being of service users are protected throughout your shift, especially at night.</li> </ul> <p>The above list is not exhaustive; additional areas of responsibility may be added over time and flexibility to cover for other staff roles is required from time to time.</p>
Person Requirements	<ul style="list-style-type: none"> <li>• Have at least 6 months experience working in the homelessness field or another suitably related area, desirably in a residential setting.</li> <li>• Have an understanding of harm reduction and low threshold working</li> <li>• Understand why people become homeless and the issues they</li> </ul>

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	<p>present with, and what supports can be offered in services to service users with complex needs</p> <ul style="list-style-type: none"> <li>• Understanding of risk management principles.</li> <li>• Capable of responding calmly in a crisis and use your own initiative to deal with incidents as they arise</li> <li>• Be able to work as part of a team understanding the importance of team communication</li> <li>• Have an understanding of Health and Safety and the health and safety requirements within a residential setting working with homeless people.</li> <li>• Have a knowledge and understanding of the vision, mission and values of Depaul</li> </ul>
<p><b>Notes</b></p>	<p>While the line manager is specified above, this does not preclude higher level grades from directing or reviewing work or setting dotted line collaborative working relationships between same or different level positions.</p> <p>All tasks should be completed in an accurate manner and supported by a clear electronic and hard copy filing system.</p>