



OUR VISION

**TO MAKE LIFE GREAT FOR
CHILDREN & YOUNG PEOPLE**

OUR MISSION

**TO EMPOWER CHILDREN AND YOUNG
PEOPLE WHO HAVEN'T HAD A FAIR DEAL –
TO HAVE A HOME, STRENGTHEN THEIR
MENTAL HEALTH AND BE PART OF A
COMMUNITY**

OUR ETHOS

WE NEED EACH OTHER TO MAKE LIFE WORK

OUR VALUES

WE MAKE OUR OWN CHOICES

WE ARE LOVING AND COMPASSIONATE

WE TAKE RISKS

WE MAKE MISTAKES AND LEARN

WE NEVER GIVE UP

OUR CULTURE

Children & young people are at the heart of what we do.

We encourage an interdependent way of living. We see the value in making mistakes. We actively encourage personal and professional development so that our young people and staff can reach their fullest potential.

INTERDEPENDENCE

MACS recognise that as social creatures, we cannot exist totally independently from others.

RISK TAKING AND MAKING MISTAKES

Our ethos and belief is that it is OK to make mistakes and by examining what went wrong, we can improve and use the learning.

JUDGING OTHERS

MACS recognizes that judgements are natural, however we ensure that ours are examined and explored in a way that results in a positive outcome for all.

TRUST AND INTEGRITY

We earn trust from young people and other professionals by consistently delivering top quality services, underpinned by a core value of trust and integrity.

PERSONAL GROWTH AND DEVELOPMENT:

We invest in our staff and young people, challenge their thinking and encourage training to increase skills and knowledge.

SELF DETERMINATION AND AUTONOMY

MACS employ experienced and skilled staff that we trust to make appropriate decisions to work effectively and safely with our young people.

COMMUNICATION

We have a friendly, relaxed, engaging and warm attitude that fosters positive communication between young people and the organization as a whole.

INVOLVING YOURSELF

MACS welcomes input from all staff and young people and encourages participation in having your say and embracing new opportunities.

We expect all staff to commit to, and embrace the culture of the organisation as defined above.

MACS INTEGRATED HOUSING AND FLOATING SUPPORT SERVICE

JOB DESCRIPTION

| | |
|-----------------------------|--|
| Job Title: | Integrated Housing and Floating Support Worker |
| Funding: | Funded by the Supporting People Housing Executive & Trust |
| Conditions: | Full Time, Fixed Term (for up to 12 months) |
| Responsible to: | Manager at Base Location |
| Location: | Peripatetic - No Fixed Base (Belfast/Downpatrick/Lisburn/Newry) |
| Hours of Employment: | Full Time, 35 hours per week. Working Hours may include evenings, weekends and bank holidays and may change to reflect the needs of the young people |
| Holidays: | 30 days per annum plus 11 days statutory days |
| Salary: | £23,100 per annum and pension 4% of salary |

It will be a requirement of this post to be registered with the Northern Ireland Social Care Council (NISCC).

ROLE OVERVIEW

Integrated Workers support young people to build the skills and confidence to maintain their own homes. Young people will receive individualised support based on support planning ongoing assessment/review and keeping safe were appropriate.

The role of an Integrated Worker is to provide a range of interventions to assist Young People aged 16-25 to access and/or maintain their own accommodation. The worker will work across both Floating Support and Housing Services to support on average 15 young people in the community and provide support to young people in our housing service as and when required. This role will have no fixed base and will move across MACS Integrated Services in Belfast / Lisburn / Newry / Downpatrick to cover staffing gaps.

This Job Description demonstrates the job role, who you will be accountable to in carrying out your duties and an explanation of why.

| Job role | Accountable to | Why? |
|--|----------------|---|
| Ensure all young people are cared for by appropriate staff. Workers will participate in shift patterns that meet the needs of the young people. | Young People | To establish a positive relationship with Young People and to support them to create a safe home environment. |
| | Team | To ensure as a team young people have access to workers and to tackle isolation and loneliness. |
| | Manager | To ensure the young people are provided with consistency in regards to staffing. |
| Adhere to NISCC Standard of Conduct and MACS Policies and Procedures including, Child Protection, Adult Safeguarding and Lone Worker in order to safeguard and protect Young People and Staff. | Young People | To keep young people safe. |
| | Team | Policy and Procedures provide organisational guidance to ensure the safety and wellbeing of young people, the service and the team. |
| | Manager | Ensure quality standards are adhered to. |
| To provide Holistic Support (on a one to one and group basis) to all young people accessing the service. | Young People | Young people receive support that meets their needs. |
| | Team | Ensure every young person receives the support required. |
| | Manager | To ensure young people are provided with the appropriate support based on needs. |
| To identify Support Plans in partnership with Young People and Professionals/Service were appropriate and take the lead in creating safety plans and ensuring regular reviews. | Young People | To provide a Person-Centred approach to ensure that appropriate support is offered and relevant safeguards are in place. |
| | Team | To ensure a co-ordinated approach to support planning. |

| Job role | Accountable to | Why? |
|--|----------------|---|
| | Stakeholders | To ensure partnership working and a co-ordinated approach to support planning. |
| | Manager | To ensure there is evidence of partnership working and accountability in respect of the support provided. |
| To maintain and review accurate and up to date records of support provided to Young People. | Young People | Young people's information is kept safe and secure. MACS adhere to GDPR guidelines and promote transparency with young people in how information is shared. |
| | Manager | To ensure all records are accurate and up to date and in line with GDPR guidelines. |
| | Stakeholders | To ensure quality standards are maintained in accordance with QMT, RQIA and MACS internal processes. |
| To provide practical 'hands on' support to assist Young People with all areas of managing their tenancy including life skills and emphasising the importance of being a good neighbour. Workers will liaise and advocate with Housing Executive/Housing Association/Landlords. | Young People | To help ensure that the Young People are able to maintain their tenancy but also to assist them to develop the confidence and assertiveness required to live independently. |
| | Team | To meet the needs of the young people and ensure a co-ordinated approach. |
| | Manager | To ensure that an adequate level of support is being provided and that there is evidence of progression in regards to support planning. |
| | Stakeholders | To ensure partnership working to increase the likelihood of the young person securing a tenancy. |
| To provide awareness of the Housing Rights of Young People and to advocate on their behalf. | Young People | To empower Young People to understand their rights and that they are upheld. |
| | Manager | Ensuring training needs are identified to ensure knowledge is updated in regards to housing rights and to ensure staff are advocating on behalf of young people. |
| Working effectively within a team and ensuring information is communicated with Young People and external agencies. | Young People | To ensure relevant information is shared in a timely and appropriate manner. |
| | Team | Policy and Procedures provide organisational guidance to ensure the safety and wellbeing of young people, the service and the team. |
| | Manager | To ensure as a team the relevant processes are being adhered to in regards to effective communication. |

| Job role | Accountable to | Why? |
|---|----------------|--|
| | Stakeholders | Ensure quality standards are adhered to. |
| Comprehensively plan (with Young People and key agencies) and participate in the decision making relating to the move-in and move-on from MACS. | Young People | To ensure MACS is the right support for the Young Person and to provide a smooth transition from the start of support until move on. |
| | Team | To ensure the team are involved in decision making relating to move in's and move on's from MACS. |
| | Manager | To ensure all the necessary information is obtained that will help with decision making in regards to any move in's and move on's from MACS. |
| To provide information, advice and assistance on claiming benefits and on accessing other relevant agencies and services. | Young People | To safeguard that the Young Person is in receipt of the appropriate benefits, that budgeting and financial planning is offered and to improve awareness of external support available. |
| | Manager | Relevant training is accessed that will help ensure advice and guidance is accurate and up to date. |
| Recording and communicating in line with statutory and MACS requirements. | Young Person | To ensure that the Young Person understands why information is shared with outside agencies. |
| | Manager | Young people's information is kept safe and secure. |
| | Stakeholders | MACS staff adhere to GDPR guidelines and promote transparency with young people in how information is shared. |
| To meet with Manager monthly for supervision and to work on agreed targets identified in Balanced Score card. | Team | To promote best practice in supporting young people. |
| | Manager | To ensure staff development and targets are met. |
| Reflection, personal and professional development both individually and as part of the team. | Young People | Young people will receive support from a highly skilled team. |
| | Team | In order to contribute to a skilled and continually developing team. |
| | Manager | Learning and development promotes competence, resilience and compassion when working with young people. |

| Job role | Accountable to | Why? |
|--|---|---|
| To be pro-active in service development, network with external agencies and promote of the profile of MACS. | Team Manager | Workers will be integral in the strategic direction of the organisation. To deliver high quality services in partnership with stakeholders to improve outcomes for Young People. |
| Contribute to the induction and support of new staff. | Young People Team Manager | To promote a consistent service to young people. Ensure all staff are supporting young people in accordance with MACS ethos, values and policy and procedures. To ensure workers receive a comprehensive induction and adequate support. |
| To work in accordance with MACS policies and procedures. | Young People Team Manager | To keep young people safe. Policy and Procedures provide organisational guidance to ensure the safety and wellbeing of young people, the service and the team. Ensure Policies and Procedures adhered to and quality standards met. |
| Promote team cohesion with a solution focused approach and the use of the Decision Making Model. | Young People Team Manager | To promote consistent care and support. To ensure team cohesion, safe and effective practice. To ensure best practice. To ensure that informed decisions are made and all staff are consulted, responsible and accountable in this process. |
| Awareness and involvement in the management of team budgets and identify sources of funding to meet the needs of young people i.e. grants, DHSS etc. | Young People Finance Dept Team Manager | To ensure young people have access to additional funds to meet their needs. To ensure any expenditure is line with team budgets. Ensure good communication regarding expenditure whilst not exceeding the budget. To ensure young people have access to additional funding and expenditure is in line with team budgets. |
| To proactively maintain a waiting list, prioritising waiting list and providing regular support. | Young People Manager | To build relationships with emerging young people and ensure their immediate needs are met whilst waiting. To ensure ongoing review and prioritisation in accordance with the young person's needs. |

| Job role | Accountable to | Why? |
|--|----------------|--|
| Identify need for group work opportunities, creating and facilitating groups to enhance personal and social development. | Young people | To help young people develop skills and coping strategies. |
| | Team | To provide opportunities to young people to manage social isolation and loneliness. |
| | Manager | To ensure participation of young people is being actively promoted and in line with MACS Ethos and Values. |
| Undertake any other duties as required. | Young People | To ensure young people are put first. |
| | Team | To work as part of a team. |
| | Organisation | To contribute to the organisation's needs. |

PERSON SPECIFICATION

| SKILLS AND KNOWLEDGE REQUIRED BY POST HOLDER | |
|--|------------------|
| CRITERIA 1 | |
| <ul style="list-style-type: none"> 2 years' experience of working with young people age 16-25 in supported housing or community based support or similar environment OR <ul style="list-style-type: none"> Degree in Social Work, Youth and Community Work or similar AND 1 years' experience of working with young people age 16-25 in supported housing or community based support or similar environment | ESSENTIAL |
| CRITERIA 2 | |
| <ul style="list-style-type: none"> Experience of assessing risk and safety planning in order to keep young people safe | ESSENTIAL |
| CRITERIA 3 | |
| <ul style="list-style-type: none"> Experience of assessing need and support planning for young people | ESSENTIAL |
| CRITERIA 4 | |
| <ul style="list-style-type: none"> Can develop own approach to practice based on reflection and feedback | ESSENTIAL |
| <ul style="list-style-type: none"> To be resilient and compassionate in a challenging environment | ESSENTIAL |
| CRITERIA 5 | |
| <ul style="list-style-type: none"> A full current driving license and access to a car is required so as to be able to meet the requirements of the post in full | ESSENTIAL |
| DESIRABLE CRITERIA | |
| <ul style="list-style-type: none"> Experience of working with youth homelessness | DESIRABLE |