JOB DESCRIPTION

We support people who are homeless or at risk of homelessness to achieve a meaningful and independent place in their community

JOB TITLE:	**Accommodation and Community Support Worker**
REPORTS TO:	**Project Manager/ Service Manager**
SALARY:	**Points 19-21, £22, 675 - £24,108 per annum.**
ADDITIONAL BENEFITS TO SUPPORT EMPLOYEES:	• **Pension** (auto enrolment) and **Death in Service** benefit of 2 x salary • **Health Shield Benefit -** provides access to a range of valuable cash benefits and services, such as dental and optical care, physiotherapy, scanning facilities and 24-hour counselling and Advice Line (opportunity to upgrade and add family). • **Benenden Health –** Private Health Care paid for by Simon Community which gives permanent employees access to 24/7 GP services, medical diagnostics, medical treatment, physiotherapy (option to add family and friends for an additional cost). • **Holidays - 25 days per year** – increasing by 1 additional day per year of service up to a max of 30 days. Increase is effective from the 1st April each year, once a full year of service has been completed. Additionally, **12 customary holidays** (normally Bank and Public Holidays) at normal basic pay rate. • **Bank & Public Holidays –** paid at premium rates at time and a half and double time. • **Additional Hours –** paid at time and a quarter. • **Other Benefits –** occupational sick pay, enhanced maternity/paternity leave entitlement, career breaks (subject to 2 years' continuous service). • **Training** – thorough accredited induction training and continued access to ongoing personal development.
DEPARTMENT:	**Homelessness Services**
LOCATIONS:	**Foyer, Malone Road, Belfast.** You may also be required to work at other sites (temporarily or permanently) within reason when needs arise.
HOURS OF WORK:	**Rotational shift pattern (average 35 hours per week) including the requirement to work evenings, weekends and waking nights.** Typically, the shift pattern is based on three 12.5 hour shifts (including breaks) per week. However, this may vary from site to site and is subject to change based on business needs. **Reasonable additional hours outside of this may be required to fulfil the duties of this position.**
ORGANISATION VALUES:	**Our values are fundamental to how we work with clients and each other.** We are driven by our values of being non-judgmental, existing to support our clients and meet their needs, being trustworthy and focused on ending homelessness and being dedicated to the people we support.
JOB PURPOSE:	As part of a team provide effective 24-hour support to the clients accessing our services, i.e., hostels, family and remote support units.

MAIN RESPONSIBILITIES:

Appropriate Client Focused Outcomes	• Ensure the needs of service users are effectively met – promoting independence through support, development and progression.
	 • Provide support and advice to service users.
	 • Undertake an assessment of a service users' needs and risk to ascertain intervention level required.
	 • Develop focused outcome-based support plans and risk management plans and monitor delivery.
	 • Ensure the referral and Induction process for service users is undertaken in accordance with Simon Community N.I. procedures and any Service Level Agreement, where appropriate.
	 • Liaise with external agencies where appropriate, to ensure co-ordination and integration of services, and maximise opportunities.
	 • Ensure the client is involved in and consulted on all aspects of their support where possible, encouraging them to;
	     – manage their domestic, personal and financial resources and develop independent living skills;
	     – make full use of available services and information and receive the maximum appropriate benefits through liaison with the Social Security Agency, Housing Benefit Branch, NIHE;
	     – maintain or return to independent living.
	 • Act as an advocate, providing support to and on behalf of clients; attend appeals or tribunals; liaise with GPs, other healthcare professionals, statutory and voluntary agencies.
	 • Contribute to the harmonious interaction with and between clients, dealing appropriately with disruptive and/or abusive behaviour.
	 • Establish and maintain at all times, professional and appropriate boundaries and report any concerns to management.
	 • Ensure databases are kept up to date with accurate and reliable data in line with legal obligations.
	 • Maintain confidentiality of information in line with organisational and legislative requirements.
	 • Advise management of issues/concerns which may impinge on the smooth running of the service.

Performance Management	• Participate positively in regular meetings with your supervisor by providing any information requested and working co-operatively.
Effective monitoring of organisational resources	• Ensure effective and efficient use of organisational resources at all times. • Monitor and advise on levels of stocks and supplies. • Maintain effectively all recording systems employed by the service, including financial transactions and petty cash. • Support fundraising activities as required.
Ensure Quality Assurance/ Continuous Improvement	• Support and participate in the implementation of agreed improvement plans within a culture of continuous improvement and service excellence. • Carry out all duties in accordance with Simon Community quality procedures.
Ensure Health and Safety and Good Housekeeping Practices	• Always contribute to the physical cleanliness and general condition of the hostel facilities. • Always adhere to the Simon Community N.I. health and safety policy. • Record and report any defects and accidents in the property. • Act as fire warden and/or first aider as needed. • Support health and safety risk assessments as appropriate, and the implementation of any agreed actions. • Ensure awareness and adherence to the lone working policy.
Promote Equal Opportunities	• Contribute to promoting an environment where equality of opportunity, anti-discriminatory practice, diversity, individual rights and choice are promoted in accordance with Simon Community principles, policies and procedures.
Promote our aims and objectives	• Promote the organisation's mission, values, aims and objectives and ensure all organisational Policies and Procedures and Staff Code of Practice are followed at all times.

Participate in the shift system	• Participate in the shift rota, including nights and weekends, to ensure the provision of 24-hour support and provide cover at other sites if and when required.
Other Responsibilities	• Responsibility for the hostel in the absence of the team leader/accommodation manager, in accordance with agreed parameters. • Carry out all other reasonable duties commensurate with the role as may be required.

Please note that this job description provides an indication of the roles and responsibilities and is not an exclusive list of the duties that the postholder may be asked to undertake.

PERSON SPECIFICATION

ESSENTIAL CRITERIA	1. Ability to demonstrate the core values of the Simon Community to include the following: • Non-Judgemental • Trustworthy • Dedicated 2. IT Skills - ability to use email, internet and databases to electronically record support work (within SCNI we use a client recording system called OSKA but previous use of this is not essential). 3. NISCC Registered (or willing to become registered if appointed) and willing to be subject to Access NI checks. **(Successful applicants must commence NISCC registration process prior to employment).**
DESIRABLE CRITERIA	1. Six months' recent experience (either paid or voluntary) of directly supporting people with complex and multiple needs within a residential or community setting gained within the last three years. Complex needs include the following areas: • Homelessness Prevention • Substance Misuse • Offending • Mental Health • Young People 2. Experience of identifying support needs, including client specific risks and putting plans in place to support those needs. 3. A Degree in Social Work or currently studying for a Degree in Social Work.