

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:	Senior Practitioner – Laurel Lodge
REPORTS TO:	Accommodation Manager
SALARY:	Points 23-26, £25, 269 - £27, 459
ADDITIONAL BENEFITS TO SUPPORT EMPLOYEES:	<ul style="list-style-type: none"> • 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
LOCATION:	The role is primarily based in Laurel Lodge, Lisburn , with flexibility to work outside Lisburn considered, based on operational needs. As regular travel throughout Northern Ireland will be essential, applicants must hold a full, clean driving license.
HOURS OF WORK:	35 hours per week , as and when required. Reasonable additional hours outside of this may be required to fulfil the duties of this position.
ORGANISATIONAL VALUES:	<p>Our values are fundamental to how we work with clients and each other.</p> <p>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.</p>
JOB PURPOSE:	<p>To provide guidance, instruction, direction and supervision of practice, staff and specific projects, and deputise in the absence of the manager where applicable</p> <p>To be responsible for taking the lead with complex and specialist cases to enable the effective and efficient service delivery of the service (housing-related support, accommodation, transition to the community and prevention).</p> <p>Effectively manage an appropriate, personal client-caseload portfolio.</p>

MAIN RESPONSIBILITIES:

Service Delivery	<ul style="list-style-type: none">• Achieve agreed outcomes to ensure project success (housing-related support, accommodation, transition to the community and prevention)• Work in collaboration with the relevant manager to ensure effective and efficient delivery of services within agreed outcomes and key performance indicators for the project.• Implement, monitor and review agreed standards for the service in line with the QAF, RQIA and NISCC.• Assist with the completion of self-assessment/associated documentations and gather relevant evidence for contractual requirements and audits by SCNI/Supporting People/RQIA/HSCT and or other relevant funders.• Support identification and implementation of actions for quality improvement plans arising from external or internal audits.
Staff Management	<ul style="list-style-type: none">• Monitor practice of staff and carry out staff supervision.• Ensure professional records and client files are maintained, including undertaking monthly file / client management system audits.• Direct and assist staff in planning and implementing agreed support plans and risk management plans that are based on assessed needs and risks.• Take the lead in complex cases where specialist knowledge and experience are required.• Complete and monitor staff induction, ensuring the induction adheres to organisational and legal requirements.• Ensure provision of risk management procedures as appropriate.• Ensure staff and volunteers are fully trained in the Lone Working Policy.
Client Support	<ul style="list-style-type: none">• Ensure client consultation is included and integrated into development initiatives.• Promote choice for individuals, by leading on the design and delivery of support provision, from which they can choose and help them achieve their outcomes.• Implement a multi-agency working approach including organising and taking part in client case management meetings with other providers.• Liaise, attend meetings, and represent the interests of Simon Community and its clients with other Simon Community staff and relevant outside agencies, as appropriate.
Organisational Responsibilites	<ul style="list-style-type: none">• Maintain the confidentiality of information in line with organisational and legislative requirements.• Required to participate on the on-call register.• Ensure adherence to organisational policy and procedure.• Ensure effective and efficient financial control, use of organisational resources and promotion of income generation opportunities.

	<ul style="list-style-type: none"> • Work with the relevant manager and finance department to ensure the project is delivered within budget and all organisational financial procedures are adhered to within your remit. • Implement and participate in fundraising activities and promote the interests of the organisation. • Undertake other reasonable responsibilities delegated by Management, as per below list which is not exhaustive:
Example, Locally Delegated List of Responsibilities	<ul style="list-style-type: none"> • Ensure the referral and induction process for service users is undertaken in accordance with SCNI policies and procedures and service user agreements. • Support and promote a good and harmonious working environment using a range of SCNI policies, tools, coaching and training, and where appropriate take approved SCNI measures with staff in the instance of any alleged misconduct, with Line Manager approval. • Liaise with external agencies where appropriate to ensure co-operation and service integration, with a view to maximising Client experience and positive commercial exposure. • For your own portfolio, develop and maintain Outcome Focused Support Plans with Clients. • For your own portfolio, audit the relevant Information Systems for quality control. • Participate on the On-Call Register.

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	<p>Candidates must be able to demonstrate that they meet each of the following essential criteria.</p> <p>EITHER</p> <ul style="list-style-type: none"> • 3 years' experience of working with socially excluded people • Proven track record of building and sustaining partnerships with clients, staff, stakeholders, and other departments / services • Evidence of identifying and delivering client-focused services which include comprehensive support and identifying an individual's strengths, needs and risks. • Experience in self directing, planning, and prioritising own workload. • A sound understanding of people who are experiencing homelessness • Good computer literacy skills and working knowledge of Microsoft Office e.g. Word, excel, Power point and Outlook. <p>OR</p> <ul style="list-style-type: none"> • 3rd Level qualification or equivalent e.g. QCF NVQ Level 3 in a relevant qualification
---------------------------	--

	<ul style="list-style-type: none"> • 2 years' experience of working with socially excluded people • Proven track record of building and sustaining partnerships with clients, staff, stakeholders, and other departments / services • Evidence of identifying and delivering client-focussed services which include comprehensive support and identifying an individual's strengths, needs and risks. • Experience in self directing, planning, and prioritising own workload. • A sound understanding of people who are experiencing homelessness • Good computer literacy skills and working knowledge of Microsoft Office e.g. Word, excel, Power point and Outlook.
DESIRABLE CRITERIA	<ul style="list-style-type: none"> • Full current driving licence or access to transport to carry out duties of this role • 1 years' experience of supervising staff or volunteers in a care or support setting.