

## JOB DESCRIPTION

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

<b>JOB TITLE:</b>	Housing Support Worker
<b>REPORTS TO:</b>	Housing Solutions Coordinator
<b>SALARY:</b>	Scale points 19 – 21, £23, 355 - £24, 832
<b>ADDITIONAL BENEFITS TO SUPPORT EMPLOYEES:</b>	<ul style="list-style-type: none"> <li>• <b>Pension</b> (auto enrolment) and <b>Death in Service</b> benefit of 2 x salary</li> <li>• <b>Health Shield Benefit</b> - 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).</li> <li>• <b>Benenden Health</b> – 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).</li> <li>• <b>Holidays - 25 days per year</b> – increasing by 1 additional day per year of service up to a max of 30 days. Increase is effective from the 1<sup>st</sup> April each year, once a full year of service has been completed. Additionally, <b>12 customary holidays</b> (normally Bank and Public Holidays) at normal basic pay rate.</li> <li>• <b>Bank &amp; Public Holidays</b> – paid at premium rates at time and a half and double time.</li> <li>• <b>Additional Hours</b> – paid at time and a quarter. (Conditions apply)</li> <li>• <b>Other Benefits</b> – occupational sick pay, enhanced maternity/paternity leave entitlement, career breaks (subject to 2 years' continuous service).</li> <li>• <b>Training</b> – thorough accredited induction training and continued access to ongoing personal development.</li> </ul>
<b>DEPARTMENT:</b>	Housing Solutions
<b>LOCATION:</b>	<p>Requests to be based in Derry/Londonderry, Belfast and Portadown will be considered on operational need.</p> <p>You will be required to work in other locations (temporarily or permanently) within reason when needs arise. The role also requires frequent travel throughout Northern Ireland.</p>
<b>HOURS OF WORK:</b>	The Housing Solutions support work will be required to work 35 hours - Monday to Saturday 8-8 and Sunday 9-5 on a rolling rota. A flexi-time system is in operation.
<b>ORGANISATION VALUES:</b>	<p><b>Our values are fundamental to how we work with clients and each other.</b></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>
<b>JOB PURPOSE:</b>	<p>As part of a team, implement multi-agency support services to homeless people and people at risk of homelessness. This post will work in partnership with the Northern Ireland Housing Executive using Housing Solutions approaches to service delivery and work with vulnerable people who have complex support needs.</p> <p>The postholder will assist at the point of referral into services, deliver housing-related support to existing clients and assist clients leaving Simon Community services.</p>

### MAIN RESPONSIBILITIES:

<b>Accountabilities:</b> <i>Key tasks and areas of responsibility</i>	<ul style="list-style-type: none"> <li>• To provide housing support to people who are homeless or at risk of homelessness.</li> <li>• To complement the work of the Northern Ireland Housing Executive's Housing Solutions team.</li> <li>• To assess support needs and assisting clients to access support services.</li> <li>• To assess move on options for clients; and helping them access those options.</li> <li>• To assist in the delivery of Simon Community tenancy sustainment actions including administration of rent deposit programmes and delivering support during the transition period for clients.</li> <li>• To deliver support services.</li> <li>• To work in partnership with agencies and individuals delivering support to homeless people and ensuring a joined up approach to support delivery.</li> <li>• To assist in the maintenance of efficient recording systems for the programme.</li> <li>• To deliver housing clinics to clients of Simon Community, reviewing housing status and move on options.</li> <li>• To assist clients to find appropriate long term homes.</li> <li>• To assist in the delivery and evaluation of the project's services.</li> <li>• To assist in developing and implementing processes to improve access to Simon Community services.</li> <li>• To assist in the delivery of our volunteer programme, where requested.</li> <li>• To assist in the design and delivery of promotional information presentations/seminars for other professionals, homeless people, staff and managers.</li> <li>• To present written and verbal reports on the progress of the programme to key stakeholders.</li> </ul>
<b>General Responsibilities</b>	<ul style="list-style-type: none"> <li>• To comply with and implement Simon Community NI policies and procedures.</li> <li>• To attend and participate in staff meetings and other relevant meetings as appropriate.</li> <li>• To attend training courses as appropriate.</li> <li>• To contribute to the activities, promotion and development of Simon Community NI as an agency working on behalf of homeless people.</li> <li>• To undertake any other duties commensurate with the Housing Support Worker role.</li> </ul>
<b>Performance Management</b>	<ul style="list-style-type: none"> <li>• Participate positively in regular meetings with your supervisor by providing any information requested and working co-operatively</li> </ul>
<b>Effective monitoring of organisational resources</b>	<ul style="list-style-type: none"> <li>• Ensure effective and efficient use of organisational resources at all times.</li> <li>• Monitor and advise on levels of stocks and supplies.</li> <li>• Maintain effectively all recording systems employed by the service, including financial transactions and petty cash.</li> <li>• Support fundraising activities as required.</li> </ul>
<b>Ensure Quality Assurance/ Continuous Improvement</b>	<ul style="list-style-type: none"> <li>• Support and participate in the implementation of agreed improvement plans within a culture of continuous improvement and service excellence.</li> <li>• Carry out all duties in accordance with Simon Community quality procedures.</li> </ul>
<b>Ensure Health and Safety and Good Housekeeping Practices</b>	<ul style="list-style-type: none"> <li>• Always contribute to the physical cleanliness and general condition of the hostel and office facilities.</li> <li>• Always adhere to the Simon Community N.I. health and safety policy.</li> <li>• Record and report any defects and accidents in the property.</li> <li>• Act as deputy fire warden and/or first aider if designated.</li> <li>• Support health and safety risk assessments as appropriate, and the implementation of any agreed actions.</li> <li>• Ensure awareness and adherence to the lone working policy.</li> </ul>

<b>Promote Equal Opportunities</b>	<ul style="list-style-type: none"> <li>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.</li> </ul>
<b>Promote our aims and objectives</b>	<ul style="list-style-type: none"> <li>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.</li> </ul>

**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

<b>ESSENTIAL CRITERIA</b>	<ol style="list-style-type: none"> <li>GCSE Grade C or equivalent in English and Maths.</li> <li>At least one year's experience of working directly with vulnerable people in a paid capacity</li> <li>Experience of working in partnership with other agencies</li> <li>Experience and knowledge of client protection principles and procedures</li> <li>Experience of user involvement in the planning and delivery of services</li> <li>Proficiency in Microsoft Office applications including Word, Excel, Powerpoint and social media applications</li> <li>Full current driving licence or, if a disability prevents driving, an alternative means of transport to enable the duties of the post to be carried out in full</li> <li>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).</li> </ol>
<b>Knowledge and Values</b>	<ul style="list-style-type: none"> <li>An understanding of the delivery of support to homeless people in Northern Ireland.</li> <li>An ability to conduct needs assessments and develop support plans to meet those needs.</li> <li>Knowledge of the issues facing homeless people and those at risk of homelessness.</li> <li>A commitment to and experience of user involvement in the planning and delivery of services.</li> <li>A commitment to Simon Community NI values and principles.</li> </ul>
<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>Ability to build strong relationships with other statutory and voluntary organisations.</li> <li>Ability to work in partnership with different agencies.</li> <li>Excellent written and oral communication skills.</li> <li>Practical experience of IT.</li> <li>Ability to co-work on various projects.</li> <li>Good planning and organisational skills.</li> <li>An ability to understand and re-present information in a user friendly format.</li> <li>A willingness to contribute to own supervision and development.</li> <li>An ability to manage own time effectively.</li> <li>Ability to strongly advocate and influence on issues related to people who are homeless.</li> </ul>