



**FIRST HOUSING**  
Aid & Support Services

## CANDIDATE INFORMATION PACK

Dear Applicant

**RE: ACCOMMODATION SUPPORT WORKER (Ref: ASWSV/R12/01)**  
**(Derry/Londonderry)**

Thank you for your enquiry in respect of the above position. Enclosed you will find the following information:

- Summary Information of the project
- Job Description, which includes:
  - Summary of Role
  - Person Specification
- Privacy notice

Please complete the employee-monitoring questionnaire and return it with your completed CV. It will be kept separate from your application for selection purposes.

**The closing date for receipt of applications: Friday, 4<sup>th</sup> July 2025 @ 12 noon**

**Please note:**

**All our recruitment for this position will be done through e-mail, please provide a suitable e-mail address for correspondence and attach your completed CV.**

If you do not have an e-mail address, please contact Karla on 02871266115

If you have a disability and in the event that you are shortlisted, you may notify us to enable us to make any reasonable adjustments for interview.

Shortlisting will be undertaken on the basis of the enclosed person specification, so please address all criteria listed in the person specification when completing your application.

This post will be subject to an Access NI check and compulsory registration with the Northern Ireland Social Care Council. (NISCC)

Thank you for your interest in the work of First Housing Aid & Support Services, we look forward to receiving your completed application.

Yours faithfully

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Karla O'Kane  
Personnel Manager  
Encs

## **Information about our Shepherd's View Young Parents' Project**

The Shepherd's View Young Parents' Project provides supported accommodation for young parents' aged 16-25yrs. Some young parents are linked with social services, others have just left their family home due to family breakdown, some have drug and alcohol dependency and all are homeless.

The Project has 16 self-contained fully furnished flats.

We aim to:

- Work in partnership with parents and children developing supportive relationships based on mutual respect and openness, and to offer a range of support to young parents to empower and enable them to maximise their potential as individuals and as parents by promoting opportunities which will enhance the quality of their lives and the lives of their children for them to return to their community of choice.
- Help young parents to maintain and nurture links with immediate/extended family significant others and community.
- Engage other key agencies in working in partnership with young parents towards ensuring that needs are met in a flexible and responsive manner
- Provide an environment that is not only safe, but also stimulating, happy and actively promoting the development of positive self-image with children. There is also an outside play area for parents and children to share.
- Provide opportunities for young parents to attend and participate in several activities that can take place in the Resource room e.g., movie nights, social gatherings



## **FIRST HOUSING AID & SUPPORT SERVICES**

### **JOB DESCRIPTION**

<b>Title:</b>	Accommodation Support Worker
<b>Reports To:</b>	Manager, Shepherds View
<b>Purpose &amp; Objectives:</b>	<p>To be part of a team providing residential provision for vulnerable homeless people under appropriate shift pattern cover. Through management structures and systems to meet the accommodation needs of service users through support procedures.</p> <p>These support procedures will include monitoring, assessment and review of residents as well as ensuring a healthy, safe and secure living environment is maintained.</p>
<b>Location:</b>	Shepherds View Accommodation Project, Derry/Londonderry.
<b>Salary</b>	£24,696 per annum
<b>Hours Of Work</b>	37.5 hours per week shift rota basis
<b>Probationary Period</b>	6 months
<b>Annual Leave</b>	5 working weeks, exclusive of bank and customary holidays
<b>Sickness Scheme</b>	3 working weeks contractual pay in any 12 month rolling period under current terms and conditions of employment
<b>Pension</b>	Company pension available, details available on request

### **MAJOR TASKS AND RESPONSIBILITIES:**

1. To cover rota duties which includes day, evening and overnight shifts as determined by the needs of the project
2. To participate in recording and reporting systems regarding daily events in view of clear communication requirements.
3. To read and understand all First Housing policies and standards and implement these within the project.

4. To participate in a range of designated household tasks ensuring the smooth running of the facility.
5. To carry out structured weekly support sessions through planned key working meetings fulfilling quality objectives of Supporting People. To carry out a review of support and risk as instructed.
6. To maintain written case management files under this support structure.
7. To carry out work in a way which promotes and encourages proactive service user involvement ensuring that parents are properly consulted and actively involved with the project.
8. To maintain confidential and accurate records of all work undertaken and comply with recording standards of First Housing.
9. To participate in the implementation of fire safety procedures on a regular and consistent basis. To carry out regular health and safety checks as part of daily working activities, notifying line management of any areas of concern.
10. To work within a multi-agency setting.
11. To participate in regular supervision and appraisal processes.
12. To attend regular staff meetings.
13. To attend training as identified and required in relation to personal and professional development.
14. To work and maintain First Housing's Child Protection policy and protocols.
15. To respect our policy and ability to demonstrate commitment and application, of Equal Opportunities and Anti-Discriminatory Practice.
16. To use databases and other electronic management systems focused on service provision improvements and quality outcomes, which will include secure remote access to third party systems such as that of the NIHE.
17. To carry out other duties of the post as may be required.

## **MEETINGS**

- Young people will have regular reviews as required. Support staff will be expected to attend and contribute to all multi disciplinary meetings.

- Support staff will be expected to attend regular staff meetings.
- Support staff will be expected to attend regular supervision sessions with Project Manager or Deputy Manager.
- Support Staff will be expected to attend all mandatory training essential to the Post they hold.
- Further training may be identified during supervision and appraisal.

#### **RELATIONSHIP WITH FIRST HOUSING**

- To be an active team member, supporting colleagues, being prepared to receive support as necessary and contribute fully to team workload.
- To participate in staff meetings as required.
- To participate in staff development and review.
- To attend training as identified and required in relation to personal and professional development.
- To comply with the policies and procedures in place that meet with health and safety legislation.
- To respect our policy of promoting equality/valuing diversity.
- All staff members are required to adhere to the implementation of recording and monitoring procedures as set out within the 'Supporting People' Quality Monitoring Tool.
- To ensure adherence to Northern Ireland Social Care Council standards of conduct and practice (where NISCC registration is required)

**PERSON SPECIFICATION****Accommodation Support Worker, Shepherds View (ASWSV.R12.01)**

<b>Requirement</b>	<b>Essential or Desirable?</b>	<b>How Assessed?</b>
<b>Qualifications / Education / Training:</b> <ul style="list-style-type: none"><li>• Minimum of three GCSEs at grade C or above (or equivalent) including English Language</li></ul>	Essential	Via application form/appropriate certificates
<ul style="list-style-type: none"><li>• A relevant recognised qualification in health and social care or equivalent (NVQ level II)</li></ul>	Essential	Via application form/appropriate certificates
<b>Experience:</b> <ul style="list-style-type: none"><li>• At least two years recent experience of working in accommodation or community work setting with vulnerable young people 16 – 25 years and/or children 0-5 years</li></ul>	Essential	Via application form/interview/references
<ul style="list-style-type: none"><li>• Working with people that are homeless or those leading an unsettled lifestyle</li></ul>	Essential	Via application form/interview/references
<ul style="list-style-type: none"><li>• Assessment interviewing</li></ul>	Essential	Via application form/interview/references
<ul style="list-style-type: none"><li>• Managing a caseload</li></ul>	Essential	Via application form/interview/references
<ul style="list-style-type: none"><li>• Providing a frontline service to the public</li></ul>	Essential	Via application form/interview/references
<ul style="list-style-type: none"><li>• The post holder must be able to demonstrate a good attendance/performance work record</li></ul>	Essential	Via application form/interview/references
<ul style="list-style-type: none"><li>• Ability to deliver concise recording systems and reports</li></ul>	Essential	Via application form and interview

Requirement	Essential or Desirable?	How Assessed?
<ul style="list-style-type: none"> <li>Ability to work effectively and meet deadlines</li> </ul>	Essential	Via application form and interview
<b>Knowledge:</b> <ul style="list-style-type: none"> <li>Knowledge of the support needs of vulnerable parents (16 – 25 years)</li> </ul>	Essential	Via interview
<ul style="list-style-type: none"> <li>Knowledge of Adults at Risk/ Child Protection Policy and Procedure</li> </ul>	Desirable	Via interview
<ul style="list-style-type: none"> <li>Knowledge of the work of the statutory, voluntary agencies associated with Homelessness</li> </ul>	Desirable	Via interview
<b>Skills &amp; Competencies:</b> <ul style="list-style-type: none"> <li>Excellent interpersonal and communication skills, particularly able to work with the public</li> </ul>	Essential	Via interview/application form/references
<ul style="list-style-type: none"> <li>Competent in the use of IT software such as word processing, databases, internet and e-mail</li> </ul>	Essential	Via interview/ application form/references
<ul style="list-style-type: none"> <li>Flexible, approachable and can work under pressure</li> </ul>	Essential	Via references/interview
<ul style="list-style-type: none"> <li>Able to work both independently and as part of a team.</li> </ul>	Essential	Via references/interview
<ul style="list-style-type: none"> <li>Willingness to take managerial direction.</li> </ul>	Essential	Via references/interview
<ul style="list-style-type: none"> <li>Excellent organisational skills and ability to prioritise workloads to deliver within agreed deadlines</li> </ul>	Essential	Via interview/references

Requirement	Essential or Desirable?	How Assessed?
<ul style="list-style-type: none"> <li>Ability to work with challenging behaviour</li> </ul>	Essential	Via interview/references
<b>Personal Attributes:</b> <ul style="list-style-type: none"> <li>Ability to retain confidence and discretion.</li> </ul>	Essential	Via references/interview
<b>Other:</b> <ul style="list-style-type: none"> <li>No health problems which would adversely affect ability to carry out all the duties of the post.</li> </ul>	Essential	Via application form and interview



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## **First Housing Aid & Support Services Privacy Notice**

In May 2018, the new general Data protection Regulation (GDPR) comes into effect, which gives you more rights around how your information is used. To make you feel confident about how we process your information, we've provided this Privacy Notice to make things clearer. See below for a summary of what it says.

### **How do we use your information?**

We use your information in ways you would expect:

- manage the recruitment process and assess your suitability for employment or engagement
- decide to whom to offer a job
- comply with statutory and/or regulatory requirements and obligations, e.g. checking your right to work in the UK
- comply with the duty to make reasonable adjustments for disabled job applicants and with other disability discrimination obligations
- ensure compliance with your statutory rights
- ensure effective HR, personnel management and business administration
- monitor equal opportunities
- enable us to establish, exercise or defend possible legal claims

Please note that we may process your personal information without your consent, in compliance with these rules, where this is required or permitted by law.

### **Who do we share your information with and where do we get information from?**

- information may be shared internally within the Company for the purposes of the recruitment exercise, including with members of the HR department, members of the recruitment team, managers in the

department which has the vacancy and IT staff if access to your personal information is necessary for the performance of their roles.

- external organisations for the purposes of conducting pre-employment reference and employment background checks
- Access NI, to obtain a criminal record check
- former employers, to obtain references
- professional advisors, such as lawyers

We may also need to share your personal information with a regulator or to otherwise comply with the law.

### **How do we protect your information?**

We have put in place measures to protect the security of your personal information. In addition, we limit access to your personal information to those employees, workers, agents, contractors and other third parties who have a business need to know in order to perform their job duties and responsibilities.

### **How can I find out more?**

Our full Privacy notice contains more detail about:

- How we use your information
- The reasons for using your information
- Our retention periods
- Your rights, including how to get a copy of your information, how you can have it corrected or erased, how you can object to our use; and
- How to contact the compliance manager

You'll find a full notice at [www.first-housing.com/recruitment](http://www.first-housing.com/recruitment), or you can call Karla, Personnel Manager at 07921056728; e-mail: [karlaokane@first-housing.com](mailto:karlaokane@first-housing.com)

### **Do I have to do anything?**

No, this is just information; you don't have to do anything