



**FIRST HOUSING**  
Aid & Support Services

## CANDIDATE INFORMATION PACK

Dear Applicant

**RE: ACCOMMODATION SUPPORT WORKER, STRABANE**  
**(Ref: ASWDC/R13/01)**

Thank you for your enquiry in respect of the above position. Enclosed you will find your candidate information pack which includes:

- 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 application form. It will be kept separate from your application for selection purposes.

**The closing date for receipt of applications: Friday 1<sup>st</sup> August 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 application form.**

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. You should therefore address all criteria listed in the person specification when you are submitting your application.

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

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  
Enc(s)

### **Information about our Dillon Court Project**

Dillon Court, situated at Church Street in Strabane, is located in a mainly rural environment offering 38 units of supported housing with single cover on a 24/7 basis. Within the complex there is a mixture of both 30 permanent apartments and 8 temporary apartments focused on the needs of vulnerable people. Referrals to the service come through the NIHE and are suitable for people who are homeless, and those in crisis due to vulnerability and mental ill health.

The aims and objectives are:

- To facilitate the delivery of appropriate services through holistic needs assessment processes, which increase the individual's capacity to move towards achieving social inclusion.
- To support individuals by re-establishing support networks that have traditionally been hard to reach due to homelessness and health issues
- To provide a supported housing environment inclusive of structured support tailored to individual need.
- To enable The Northern Ireland Housing Executive to meet its statutory responsibility to homeless people with a view to both the initial prevention and re-occurring of homelessness.



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

### **JOB DESCRIPTION**

<b>Title:</b>	Accommodation Support Worker
<b>Reports To:</b>	Manager
<b>Purpose &amp; Objectives:</b>	<p>To be part of a team providing residential provision with a high level of support to vulnerable people. 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> <p>To act in a professional, proactive capacity that will contribute to the strategic objectives of the organisation in enhancing the well-being of its service users through a network of support.</p>
<b>Location:</b>	Dillon Court Accommodation Project, Strabane
<b>Salary</b>	£26,342 per annum
<b>Hours of Work</b>	40 hours per week (Rota Shift Work, daytime)
<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 Scheme available, further details available on request

### **MAIN TASKS AND RESPONSIBILITIES**

1. To cover rota duties of day shifts including weekends.
2. To carry out operational tasks in a consistent manner, including keeping a register of all residents and visitors on site whilst ensuring management of keys on site
3. Ensure health, safety and security of the building and its residents and visitors at all times through regular checks, taking appropriate action where required

4. To keep concise recording of service incomes, utilising appropriate logging systems.
5. To participate in a range of designated household tasks ensuring the smooth running of the facility to include regular cleaning duties as required.
6. To assume a key worker role for designated individuals through continuous assessment where required. To participate in monitoring and review processes that will contribute towards tailored packages of support and to initiate a support planning structure in consultation with the service user. The support structure will be guided by Supporting People to be delivered using their Quality and Monitoring Tool.
7. Seek to build a healthy working relationship with service users/residents in keeping with agreed areas of support plan where appropriate.
8. To carry out appropriate procedures and protocol that deal with high risk behaviours, decision making and conflict situations within openness and understanding.
9. As key worker to contribute to multi-agency assessment of individual needs of the service users
10. To ensure appropriate support networks with voluntary, community, statutory sectors and referring agencies.
16. To carry out enhanced monitoring and evaluation of vulnerable individuals who have been identified as 'as risk'.
17. To participate in the implementation of fire safety procedures on a regular and consistent basis and to adhere to our overall health and safety policy.
18. To use databases and other electronic management systems focused towards service provision improvements and quality outcomes, which will include secure remote access to third party systems such as that of the NIHE
19. To carry out other duties appropriate to the post as may be required.

## **RELATIONSHIP WITH FIRST HOUSING**

- To be an active team member, supporting colleagues, being prepared to receive support as necessary and to 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 (ASWDC.R13.01)**

<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 GCSE's 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 related field (minimum NVQ level II or equivalent)</li></ul>	Essential	Via application form/appropriate certificates
<ul style="list-style-type: none"><li>• First Aid Certificate</li></ul>	Desirable	Via application form/appropriate certificates
<ul style="list-style-type: none"><li>• Health and Safety Certificate</li></ul>	Desirable	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 individuals.</li></ul>	Essential	Via application form/interview/references
<ul style="list-style-type: none"><li>• Ability to work with challenging behaviour</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
<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 individuals with alcohol misuse issues</li></ul>	Essential	Via interview

Requirement	Essential or Desirable?	How Assessed?
<ul style="list-style-type: none"> <li>Knowledge of Vulnerable Adults, protection from abuse policies and procedures</li> </ul>	Desirable	Via interview
<ul style="list-style-type: none"> <li>Knowledge of the work of the statutory, voluntary agencies associated with young people/Homelessness</li> </ul>	Desirable	Via interview
<b>Skills &amp; Competencies:</b> <ul style="list-style-type: none"> <li>Excellent interpersonal and communication skills</li> </ul>	Essential	Via presentation exercise/ interview/application form
<ul style="list-style-type: none"> <li>Competent in the use of IT software</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
<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