**JOB DESCRIPTION**

**Relief Support Worker at Cithrâh Foundation’s Safe House – Selah Accommodation**

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| **Overall Purpose:** | To support the residents of Selah Accommodation Services on a day-to-day basis in accordance with the services provided within the Centre. To comply with all current Government legislation relevant to such centres.Re-settlement visits in the community. |
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| **Responsible to:** | The Manager of the Centre under the direction of the Management Committee of the Cithrâh Foundation. |
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| **Responsible for:** | The support and well-being of the residents living at the centre and those who are moved into the community. |

**Duties and Responsibilities:**

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| 1. | Implement the Mission and Ethos of the Cithrâh Foundation and Cithrâh Services (see Appendix 1). |
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| 2. | Deal with the new arrival and induction of residents. Assist with building support plans to meet the needs of women and children. |
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| 3. | Be on site to deal with phone calls, visitors, resident needs, safety issues, and making sure that the services provided by Selah are available throughout working hours. |
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| 4. | To maintain good working relationships through effective teamwork producing an efficient friendly working environment. |
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| 5. | Work with the Support Team to deliver suitable programmes for personal development of residents, also oversee and partake in family events and programmes. |
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| 6. | Support and accompany residents to orientate with local area and local services. Support and accompany residents when required or requested by resident engaging with, for example: PSNI, Solicitors, Health Professionals and Social Services, according to the needs and requests of the resident. |
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| 7. | Maintain agreed administrative procedures, support plans and appropriate record keeping and maintenance of residents’ records on a daily basis, recording and reporting accurately and succinctly. |
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| 9. | Advise and support residents in managing family budgets, benefits and day-to-day management of their apartments. |
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| 10. | Maintenance of alarm systems, respond to emergency alarm calls and advice of personal and building safety, assistance with cleaning. |
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| 11. | Ensure that the property, furnishings and equipment are maintained to the agreed safety standards, report on upgrading and replacement where necessary and report issues to Line Manager. |
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| 12. | Work to make the transition and tenancy a safe and amicable process, carrying out weekly reviews and dealing with the discharge of residents, implementing all aspects in a caring considerate, efficient and professional manner at all times, in accordance with agreed Centre procedures. |
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| 13. | Assist and comply with Management in keeping all relevant legislation and regulations, implementing proper controls and procedures regarding:* Health and Safety, to include fire and domestic appliances
* Financial Controls
* Security of Dwellings

and monitoring of above controls. |
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| 14. | Be registered with the Northern Ireland Social Care Council or be willing to do so and adhere to all requirements of the Council. |
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| 14. | Recognise and develop own training needs, discuss these issues with the Manager and undertake training as deemed necessary. |
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| 15. | Work as part of the staff team employed within the Centre to ensure that the overall aims of Cithrâh are achieved. |
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| 16. | Availability for differing shifts on rota, participation on overnight and week-end on-call rota and off duty contact. |
| 17. | To undertake re-settlement worker duties in the community. |
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| 18. | Undertake other duties as required for the effective running of the Centre. |

**PERSONNEL SPECIFICATION**

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|  | **Essential** | **Desirable** |
| **Education/ Qualifications** | * Minimum of NVQ Level 2 or above in Health and Social Care or equivalent qualification
 | * Experience in the caring field and working with individuals.
* To possess a clean driving licence and have access to a car.
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| **Experience** | * A minimum of 2 years’ experience of working in a homeless/domestic abuse or similar setting
 | * An understanding of people who have experienced Domestic Abuse and the impact this has on women and children.
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| **Skills / Abilities** | * An ability to assess needs and support individuals.
* Good listening/communication skills.
* Computer skills.
* Good numerical and written skills.
* Ability to manage workload effectively and efficiently.
* An understanding of Health & Safety issues and a willingness to undertake training if necessary.
* Maintenance of confidentiality at all times.
 | * Ability to undertake training.
* Knowledge of Family and Child Support Services in the community
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| **Personal Qualities** | * Understanding and a belief in the Christian Ethos (Appendix 1).
* A respect for expressed choices of each person being supported.
* Use appropriate coping mechanisms to manage stress and personal emotions.
* Flexibility and able to adapt to change.
 | * Be of a caring nature with a desire to empower and show empathy to individuals in need.
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**This job description is not intended to be exhaustive but merely a guide.**

**INFORMATION FOR APPLICANTS**

**Post:** Support Worker for Supported Housing Project – Selah Accommodation Services

**Hours of Work:** 22 hours per week, varying shifts, participation in on-call rota (additional payment)

**Location:** Carrickfergus

**Salary:** £8.50 per hour, rising to £9.15 after probation period

**Annual Leave:** 5 weeks

**Pension**

We will adhere to government guidelines in relation to pensions.

**Training**

Cithrâh would seek to enable each individual to develop to their full potential through a comprehensive appraisal system and ongoing opportunities to develop within their role and through internal and external training as applicable. All new staff and volunteers will be given a comprehensive induction.

**Candidates should be registered with the Northern Ireland Social Care Council or willing to become registered and adhere to Council regulations.**

**New Staff**

A six-month probationary period with a three-month review is required.

**Basis of Faith**

Cithrâh is a Christian organisation, all staff and volunteers need to be in agreement with the enclosed Christian Ethos, Beliefs and Mission Statement of the Cithrâh Foundation.

**Cithr**â**h operates a no smoking policy in all areas of our organisation.**

**Appendix 1**

**Mission Statement of the Cithrâh Foundation:**

* Cithrâh Foundation is to be a place of refuge, providing support to individuals and families in crisis by offering a secure environment.
* We will endeavour to meet the needs of the whole person through practical, emotional, educational and spiritual guidance, based on Evangelical Christian Ethos of the Cithrâh Foundation.

**Aims:**

* To provide for the needs of individuals and families in need of support due to Abuse, homelessness and social depravation and all that this entails.
* Promote support and offer assistance to overcome the difficulties that Abuse, homelessness or social depravation can impose on the family and individual.
* Respect and encourage self-development, empowering the individual in leading a fulfilling life of choice.

**Objectives:**

* To provide facilities for the women and women with children on an emergency short-term basis.
* To offer support and assistance and counselling where required both within the Crisis Centre and on an outreach basis to individuals and families.
* To empower through organised workshops, educational courses and skills training. To raise awareness of the impact abuse, homelessness and social depravation can impose on the individual and family.
* Co-operate to such an extent as may be necessary with voluntary or statutory agencies.

**The Christian Ethos of the Cithrâh Foundation:**

Cithrâh seeks to glorify Christ through demonstrating God’s love by exemplifying Christian compassion, care and benevolence in effort to win the lost, heal the broken-hearted and bring peace, faith, hope and charity to those in need.

**Appendix 2**

**Recruitment of ex-offenders**

The Cithrah Foundation uses the Access NI Services to assess chosen applicants’ suitability for positions within the organisation and we comply with the Code of Practice for the Disclosure Service.

Having a criminal record will not necessarily bar you from working with us, this will depend on the position applied for and the circumstances and background of any previous offences.

Positions where staff work directly with service users will be subject to an Enhanced Disclosure check.