

**The Welcome Organisation**

**Support Worker Permanent – Night Time Female**

**\*Annsgate Emergency Accommodation**

**Job description**

We are looking for females who are committed, enthusiastic and self-motivated to join our team. You will have experience of working with marginalised people with a range of support needs and risks, be able to positively engage with homeless people and have a strong understanding of homelessness issues. You must be able to work to the Welcome’s ethos of acceptance and delivering services unconditionally.   
In return, we will provide the opportunity to develop your skills, professional supervision and support, and the opportunity to be part of a team where your views count and you can make a lasting difference to the lives of homeless people.

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| **Job Title** | Support Worker –Night Time Female Crisis Centre – 32-40 Donegall Street, Belfast |
| **Responsible to** | Drop In Manager |
| **Rate** | £9.24 per hour |
| **Hours of Work** | 77 hours per fortnight (usually worked 4 nights on and 3 nights off).  Starting at 9.30pm and finishing at 8.30am |
| **Holidays** | 30 days per annum including public holidays pro rata |
| **Closing Date** | 12 Noon, Tuesday 3rd April 2018 |

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| **Main Duties and Tasks**  As part of a team of four Support Workers (two workers per night, usually) you will be responsible for the nightly management of our Annsgate Emergency Accommodation facility. You will ensure immediate and ongoing support for up to 6 females on any one night many of whom will have complex and mulitple needs. You will have particular responsiblity for ensuring Annesgate is a female friendly, welcoming, safe and homely environment. | | |
| **Providing the service**  **Annesgate**   * Work to ensure Annsgate is a safe and welcoming environment for all. Using skills that will manage and diffuse potential and actual incidents and actively promote equal opportunitites * In conjuction with clients initiate and facilitate, ‘homely’ activities * Ensure all health and safety checks and paperwork are carried out according to policy and procedures * Liaise with internal and external agencies providing nightly services to rough sleepers. * Ensure all clients have their basic needs met i.e. food, clothing, bedding etc * Ensure the highest standards of cleanliness, health and safety and building repairs are reported * Effectively communicate within and between teams to ensure follow up work is acted upon * Be highly viglilant at all times when in a lone working environment   **Providing support**   * Develop effective relationships with females making particular efforts to break down barriers with those who are reluctant to access support and sustainable accommodation * Encourage clients to make a homeless application, ensuring points are maximised and areas of choice are realistic * Work with clients to draft and implement needs assessments and support plans ensuring clients receive an individual package of holistic support. * Where neccessary carry a caseload of keyworking clients ensuring regular 1 to 1 meetings to review progress towards goals * Ensure all clients have identified risks assessed and a management plan is in place * Signpost and refer clients to relevant service providers. * Provide support which will help to reduce the harming effects of the needs clients present with | | |
| **Monitoring the service**   * Maintain accurate records including, handovers, contact notes, casefiles etc. * Co-operate with the monitoring framework in order to enable external evaluation of the service * Work to meet any KPIs set * Prepare reports for the Service Manager as required | | |
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| **General**   * Keep abreast of relevant developments in the sector including training and other opportunities relevant to the post * Ensure all vulnerable adults and children at risk are safeguarded appropriately * Actively participate in supervision, appraisal and team meetings * Encourage clients to represent themselves, advocating where appropriate * Attend meetings as required * Work with, support and mentor volunteers to enhance the service * Cover for other members of the team and services as neccessary * Maintain safe systems of work and a safe environment * Promote service user involvement * Adhere to all of The Welcome’s policies and procedures * Undertake any other duties relevant to the post | | |
| **Person Specification** | | | | |
| **Criteria** | | **Essential** | **Desirable** | |
| **Previous experience** | | * 6 months experience working in a homelessness environment   **OR**   * 6 months experience working with people with complex needs   **OR**   * Relevant experience or skills that would be transferable to the post | * Experience of managing people with challenging behaviour and poor levels of engagement * Experience of alcohol/substance misuse/mental health issues * Current clean driving licence and ability to safely drive 9 seater mini bus * Experience of working within a residential setting | |
| **Skills/ Abilities** | | * Able to manage challenging individuals and situations * Excellent team working skills * Ability to adhere to Equal Opportunities, Health & Safety, Protection of Vulnerable Adults and other policies * Excellent written/verbal communication, numerical and interpersonal skills * Competent in the use of IT systems including Microsoft * Ability to maintain high levels of cleanliness at Annesgate * Ability to promote a welcoming environment | * Basic Counselling skills * Ability to complete Risk Assessments and Risk Management plans * Ability to promote client independence and user involvement * Person Centered working * Ability to develop Needs Assessments and Support Plans and manage a Key Worker case load * Ability to work in a busy environment, be solution and target focused, show good time management skills and demonstrate ability to prioritise and make decisions under pressure | |
| **Education / knowledge** | | * Understand the need for confidentiality * Understanding and commitment to working within our ethos of High Tolerance, Low Threshold services. * Understanding of issues involved in working with homeless people particularly females * Understanding of the risks involved working in a residential setting * Understanding of the risks involved in lone working | * Knowledge of the Housing Executives housing application process * Knowledge of support services relevant to homeless people * Understanding of the effects of drug and alcohol dependencies and mental health issues * Understanding of Harm Reduction principles * Knowledge of health and safety in relation to residential settings | |
| **Personal Attributes** | | * Highly motivated, and committed to delivering service excellence * Commitment to personal and professional development * Can develop an approach to practice based on critical thinking, reflection and feedback * Have the capacity and self-confidence to innovate * Non-judgemental, with ability to empathise with clients * Honest, trustworthy and respectful * Possess cultural awareness and sensitivity * Flexible, energetic, positive and calming disposition * Resilient and self-caring * Commitment to reducing the numbers of people rough sleeping |  | |
| **Other** | | * Able to work nightly shift hours as required including weekends. * A satisfactory Enhanced Access NI check is required for this post * The post holder will be required to wear identifiable clothing (uniform) whilst working * \*Annsgate is a women only facility and the lawful recruitment of female(s) for the post falls within the exception stated in Article 10 (2b & 2e) of the Sex Discrimination (NI) Order 1976.   We reserve the right to interview only those candidates who appear from the information provided to be the most suitable for the job. |  | |