

## JOB PROFILE - Accommodation and Community Support Worker

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

<b>REPORTS TO:</b>	<b>Team Leader</b>
<b>SALARY:</b>	<b>Points £17,107 - £19,202 per annum (£9.72 – Emergency Relief Support Worker)</b> <b>A range of additional benefits are also available.</b>
<b>DEPARTMENT:</b>	<b>Homelessness Services</b>
<b>LOCATION:</b>	<b>Larne</b> We will endeavor, where possible, to place you within a project which is geographically located to best suit your needs. However, no guarantee can be given as this is dependent on posts available. You may also be required to work other sites (temporarily or permanently) within reason when needs arise.
<b>HOURS OF WORK:</b>	<b>Rotation shift pattern (average 35 hours per week) including the requirement to work evenings, weekends and waking nights.</b> Based on allocation to a 24 x 7 rotational shift pattern* (average 35 hours per week) as allocated. *Currently, the shift pattern is based on 12.5 hour shifts. However, this may be subject to change based on business needs. <b>Reasonable hours outside of this may be required to fulfil the duties of this position.</b>
<b>JOB PURPOSE:</b>	Work as part of a team to provide effective 24 hour case management support services (accommodation units, transition into the community, within the community or hub, where in place) as required.

### **MAIN RESPONSIBILITIES:**

<b>Appropriate Client Focused Outcomes</b>	<ul style="list-style-type: none"> <li>• Ensure the needs of Service Users, within the accommodation, transition and community, are effectively met – promoting independence through support, development and progression.</li> <li>• Meet key performance indicators to support the achievement of the departmental plan.</li> <li>• Provide support and advice to service users.</li> <li>• Undertake client Needs Assessments and Risk Assessment to ascertain intervention level required.</li> <li>• Develop focused outcome based Support Plans and Risk Management Plans and monitor delivery.</li> <li>• Ensure that the Referral, Acceptance and Induction process for residents is undertaken in accordance with Simon Community N.I. Procedures and any Trust Service Level Agreement, where appropriate.</li> <li>• Liaise with external agencies where appropriate, to ensure the co-ordination and integration of services, and maximise opportunities.</li> <li>• Deliver a client-centred outcomes-focused case management approach to empower all Service Users with the opportunity for self-determination and choice enabling them to:             <ul style="list-style-type: none"> <li>• manage their domestic, personal and financial resources and develop independent living skills;</li> <li>• make full use of available services and information and receive the maximum appropriate benefits through liaison with the Social Security Agency, Housing Benefit Branch, NIHE;</li> <li>• maintain or return to independent living.</li> </ul> </li> <li>• Act as an advocate providing support to and on behalf of Service Users; attend Appeals or Tribunals; liaise with GPs, other healthcare professionals, statutory and voluntary agencies.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Contribute to the harmonious interaction with and between Service Users, dealing appropriately with disruptive and/or abusive behaviour.</li> <li>• Maintain professional and appropriate boundaries at all times and report any concerns to Management.</li> <li>• Ensure all databases are kept up to date with accurate and reliable data in line with legal obligations.</li> <li>• Maintain the confidentiality of information in line with organisational and legislative requirements.</li> <li>• Advise the Management of issues/concerns which may impinge on the smooth running of the service.</li> </ul>
<b>Performance Management</b>	<ul style="list-style-type: none"> <li>• Participate in the organisation performance management system.</li> </ul>
<b>Effective monitoring of organisational resources</b>	<ul style="list-style-type: none"> <li>• Ensure the effective and efficient use of organisational resources at all times.</li> <li>• Monitor and advise on levels of stocks.</li> <li>• Effectively maintain 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>• Contribute at all times to the physical cleanliness and general condition of the facilities of the service.</li> <li>• Adhere to the Simon Community N.I. Health and Safety Policy at all times.</li> <li>• Record and report any defects and or accidents in the property.</li> <li>• Act as Deputy Fire Warden and/or First Aid Person if designated.</li> <li>• Support the undertaking of 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 and Guardian 24 Service.</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>
<b>Participate in the shift system and the On Call Rota</b>	<ul style="list-style-type: none"> <li>• Participate in the shift rota, including nights, to ensure the provision of 24 hour support.</li> <li>• Participate in and deputise for others to ensure the provision of On Call Crisis Intervention as deemed appropriate by the Team Leader.</li> </ul>
<b>Other Responsibilities</b>	<ul style="list-style-type: none"> <li>• To be responsible for the project in the absence of the Team Leader in accordance with agreed parameters.</li> <li>• To carry out all other reasonable duties as may be from time to time.</li> </ul>

<b>Summary of Main Benefits</b>	<p>In addition to a competitive salary, we offer a wide range of benefits to support you during your employment with us.</p> <ul style="list-style-type: none"> <li>• Pension (auto enrolment) and Death in Service Benefit 2 x salary</li> </ul> <p><b>Westfield Health 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.</p> <p><b>Holidays - 25 days' Annual holiday entitlement a year – increasing by 1 additional day per year of service up to a max of 30 days.</b> Increase is effective from the 1<sup>st</sup> April each year, once a full year of service has been completed. <b>Plus 12 customary holidays</b> (normally Bank and Public Holidays) at normal basic pay rate.</p> <p><b>Other Benefits include:</b> Enhanced Sickness Pay, Enhanced Maternity/Paternity Leave Entitlement, Career Breaks (subject to 2 years' continuous service), Tax Smart Translink – Travel Card, Employers for Childcare Vouchers.</p>
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## ESSENTIAL AND DESIRABLE CRITERIA – Accommodation and Community Support Worker

**Application Eligibility:** Please note if you have been regretted following invite to interview within the past 6 months you will be ineligible to apply. If you have been rejected at shortlist within this timeframe, you may still make a fresh application.

<b>ESSENTIAL CRITERIA</b>	<ol style="list-style-type: none"> <li>1. Maths and English GCSE at Grade C OR an equivalent qualification.</li> <li>2. Six months' recent experience (either paid or voluntary) of <u>directly supporting</u> people with complex and multiple needs within a residential or community setting gained within the last three years. Complex needs include the following areas: <ul style="list-style-type: none"> <li>• Homelessness Prevention</li> <li>• Substance Misuse</li> <li>• Offending</li> <li>• Mental Health</li> <li>• Young People</li> </ul> </li> <li>3. Experience of identifying support needs, including client specific risks, and putting plans in place to support those needs.</li> <li>4. IT skills – Ability to use email, internet and databases to electronically record support work (within SCNI we use a client recording system called OSKA but previous use of this is not essential)</li> <li>5. NISCC Registered (or subject to agreeing to become registered if appointed) and confirmation of willingness to be subject to ACCESSNI checks.</li> </ol>
<b>DESIRABLE CRITERIA</b>	<ol style="list-style-type: none"> <li>1. Valid driving licence and access to a car or other form of transport to undertake duties associated with the role.</li> </ol>