

<b>Support Worker</b>	
<b>Grade</b>	Support Worker - £21,441.48 p/a (£11.78 per hour)
<b>Reporting to</b>	Local LMT
<b>Contract</b>	Permanent
<b>Hours</b>	35 hours - 7 day rota, to include mornings, evenings, weekends and nights (which allows for sleep)
<b>Scope of Responsibility</b>	<p>To be a member of a multi-disciplined team using holistic approaches to support Depaul service users. Working to a housing-led, low threshold, harm reduction approach, where service users receive a high degree of support and advice. Depaul has a commitment to service user participation and to empowering our service users to manage their own lives.</p> <p>To support the effective day to day running of the service. You will undertake daily reception and building management tasks, support service users in their transition into the service, to use the service effectively. You will support the Case Workers to deliver bespoke personalised support plans to clients, including the delivery of activities.</p>
<b>Key Areas of Responsibility</b>	<p><b>Service user focus</b></p> <ul style="list-style-type: none"> <li>● To be the first point of contact for service users, agencies, contractors, visitors etc. Ensuring a warm, professional, welcoming and engagement</li> <li>● Ensure the practical needs of our services users are met on a day to day basis. Where necessary, supporting service users with meal preparation, laundry and general upkeep of their living space.</li> <li>● Ensuring service users records are being maintained</li> <li>● To provide colleagues with timely and accurate communication relating to service users.</li> <li>● Assist case workers to meet the needs of service users in line with support plans and safety and wellbeing management plans i.e. undertakes activities identified by caseworkers that supports service users in meeting their personal goals. For example; financial, creative or educational activities and assistance to communicate with others</li> </ul> <p><b>Health &amp; Safety</b></p> <ul style="list-style-type: none"> <li>● To ensure that Health and Safety standards are met within the service in accordance with Depaul’s Health and Safety policy and procedures.</li> <li>● Undertake cleaning duties as assigned by LMT and in accordance with health &amp; safety practices</li> </ul>

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	<ul style="list-style-type: none"> <li>● To ensure all health &amp; wellbeing and building checks are completed and recorded in line with local procedure and Depaul policy</li> <li>● To identify building defects in line with organisational health and safety standards</li> <li>● To ensure that Health and Safety standards are met within the project in accordance with Depaul’s Health and Safety policy and the services risk assessments.</li> </ul> <p><b>Administration &amp; Record Keeping</b></p> <ul style="list-style-type: none"> <li>● Carry out project administration tasks such as upkeep of petty cash, project statistics, invoices, record keeping, Service User’s files, OTIS, Incident and Accident Reporting etc.</li> <li>● To remain vigilant to IT and cyber risks and comply at all times with Depaul’s IT Security policies.</li> </ul> <p><b>Other Duties</b></p> <ul style="list-style-type: none"> <li>● To be a contributing team player, taking part in handovers, team meetings, core training, the mentoring of Volunteers and supporting other team members in ensuring all decision making is appropriate and consistent</li> <li>● To at all times undertake your role in a professional manner maintaining a high quality standard of work in line with Depaul Values and ethos.</li> </ul> <p>The above list is not exhaustive; additional areas of responsibility may be added over time and flexibility to cover for other staff roles is required from time to time.</p>
<b>Person Requirements</b>	<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>● 3 GCSE’s A-C to include Maths and English or equivalent</li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>● 1 year paid relevant work experience or 2 years relevant volunteering experience</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>● Good working knowledge of risk assessment and risk management processes</li> <li>● Good IT skills, including working knowledge of using IT systems to record client information</li> <li>● Good written and verbal communication skills.</li> <li>● The ability to compile and present accurate written and electronic reports</li> </ul> <p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>● Have an understanding of homelessness and the issues that can lead to homelessness</li> </ul>

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	<ul style="list-style-type: none"> <li>Have an understanding of what supports can be offered in homeless services to promote positive futures</li> <li>Have a knowledge of the statutory and voluntary sector resources available to people experiencing homelessness or at risk of homelessness</li> <li>Understand the importance for Health and Safety standards in the delivery of services on a day to day basis.</li> <li>Knowledge of relevant statutory and voluntary agencies and the ability to network/liaise with all relevant bodies</li> <li>Knowledge and willingness to work within the guidelines of Depaul vision mission and values.</li> </ul> <p><b>Circumstances</b> Ability to work on a rota basis (7-day week – mornings, evenings, weekends and nights).</p>
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<b>Access NI</b>	This Post is subject to an Enhanced Access NI check. Having a criminal record will not necessarily debar you from working with Depaul. This will depend on the nature of the position, together with the circumstances and background of your offences or other information contained on a disclosure certificate.
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<b>NISCC</b>	This post is subject to NISCC registration, if you do hold a valid registration this must be completed within your probationary period.
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## JOB DESCRIPTION DECLARATION

I can confirm that I have read and fully understand the role as outlined above. I accept the role as outlined and am aware that the above is not an exhaustive list.

I understand I will be issued a signed copy of this job description and a copy will remain on my file also.

Employee Name : \_\_\_\_\_ Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Issued by on behalf of Depaul:

Manager Name : \_\_\_\_\_ Signature: \_\_\_\_\_

Date : \_\_\_\_\_



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