

**Bank Support Worker – Drop In, Annsgate\*, Outreach**

**Job description**

We are looking for Individuals who are committed, enthusiastic and self-motivated to join our energetic 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** | Bank Support Worker –Annsgate Emergency Female Accommodation\* – 32-40 Donegall Street, BelfastDrop In – 36 Townsend St BT13 2ESStreet Outreach – Drop In and streets within Belfast area  |
| **Responsible to** | Drop In Managers |
| **Rate** | £8.00 per hour Drop In and Outreach£9.00 per hour Annsgate\* Emergency Accommodation |
| **Hours of Work** | As needed for the following shifts:Annsgate- 9.30pm to 8.30amDrop In - 8am to 4.00pm 10am to 6.00pm, 12.00pm to 8.00pm, 2.00pm to 10.00pmOutreach - 7am to 4pm and 7pm to 2am |
| **Holidays** | Holiday entitlement accrued as per hours worked i.e. 7.24 minutes per hour |
| **Closing Date**  | 4pm Friday 6th October 2017 |

As part of a team of Support Workers you will work within any one of our services and be responsible for ensuring the immediate and ongoing support of our service users. All of whom are either street homeless or vulnerably housed and many of whom have complex and mulitple needs. You will have particular responsiblity for ensuring all services are provided in a welcoming and and safe environment for all.

**Main Duties and Tasks**

* Ensure service users basic needs are met i.e. food, clothing, washing etc
* In conjuction with Support Workers ensure housing and other support needs are met
* Manage and diffuse potential and actual incidents
* Ensure all health and safety checks and paperwork are carried out according to policy and procedures
* Liaise with internal and external agencies
* Ensure the highest standards of cleanliness and health and safety
* Effectively communicate within and between teams
* Work to the highest standards of health and safety be particularly viglilant when in a lone working environment
* Develop effective relationships with service users making particular efforts to break down barriers with those who are reluctant to access support and sustainable accommodation
* Provide support which will help to reduce the harming effects of the needs clients present with
* Ensure all clients have identified risks assessed and a management plan is in place

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| **Monitoring the service*** Maintain accurate records including, handovers, contact notes, casefiles etc.
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| **General*** Actively promote equal opportunitites
* 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
* Work with, support and mentor volunteers to enhance the service
* 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

\*Annsgate is a women only facility and the lawful recruitment of female (s) for the post falls within the exception stated in Article (2b&2e) of the Sex Discrimination (NI) Order 1976. We reserve the right to interview only thosse candidates whp appear from the information provided to be the most suitable for the job |
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| **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
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| **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 promote a welcoming environment
 | * Basic Counselling skills
* Ability to complete Risk Assessments and Risk Management plans
* Person Centered working
* 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
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| **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
* Understanding of the risks involved working with our client group
* Understanding of the risks involved in lone working
 | * 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
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| **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
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| **Other** | * Able to work 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
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**Hours available**

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| **Drop In**  | 8am to 4.00pm | 10am to 6.00pm | 12.00pm to 8.00pm | 2.00pm to 10.00pm |
| **Outreach**  | 7.00am to 4.00pm | 7.00pm to 2.00am |  |  |
| **Annsgate\*** | 9.30pm to 8.30am |  |  |  |

\*females only