



Our Vision

Life is great for children and young people

Our Mission

Provide a range of support services for children and young people who have not had a fair deal in relation to housing, homelessness, mental health and participation

Our Ethos

We need each other to make life work

Our Values

We make our own choices

We take risks

We make mistakes and learn

We recognise our differences and challenge judgments

MACS SUPPORTED HOUSING SERVICE

JOB DETAILS

Job Title:	Support Worker
Funding:	Funded by Supporting People (Housing Executive) and Area Health and Social Care Trust
Conditions:	Newry: x 1 Full Time Permanent Post Lisburn: x 1 Full Time Permanent Post Downpatrick: x 1 Full Time Permanent Post
Responsible to:	Housing Manager (Newry) / Team Leader (Lisburn/Downpatrick)
Location:	Newry / Lisburn / Downpatrick
Hours of Employment:	Full Time. Shifts include predominately Waking Nights, Weekends, Bank Holidays and occasional Day Shifts
Holidays:	24 x 12 Hour Shifts per annum
Salary:	£18,285 per annum & pension at 4% of salary

It will be a requirement of this post to be registered with the Northern Ireland Care Council (NISCC).

JOB DESCRIPTION / PERSON SPECIFICATION

SERVICE OVERVIEW

Newry, Downpatrick, Lisburn and Belfast Supported Housing Services (Move in to Move On) provides supported housing for young people who are homeless or leaving care to make the transition to interdependent living and their own tenancy. Lisburn and Downpatrick Services include short term (up to 10 days) 'Assessment' accommodation for 16/17 year olds presenting as homeless. The Service delivers high quality support to young people aged (16 – 21) to build the skills and confidence to maintain their own homes. Young people live with us for up to 2 years before moving on to their own tenancy in the community.

ROLE OVERVIEW

To aid the provision of housing related support and guidance to young people in conjunction with their identified support and safety needs. To assist young people as they transition into adulthood and plan for their move on from Housing into the community. To provide an accessible point of contact at night / weekends and to promote the protection and safeguarding of young people living at MACS.

CORE DUTIES AND RESPONSIBILITIES

- To be able to work with compassion and resilience in what can be a challenging setting.
- To develop purposeful and nurturing relationships with young people
- Adhere to Child Protection, Vulnerable Adult and Lone Worker policies to safeguard Young People and Staff.
- To provide holistic support (on a one to one and group basis) to all young people accessing the service

- To ensure that young people's ideas, thoughts and feedback are recorded, responded to and actioned. Feedback to line management or relevant subgroups where appropriate
- To provide 1 to 1 support to young people ensuring this is underpinned by MACS ethos and value base
- Support the move in and move on process
- To support young people to complete the tasks identified in their support plans
- To promote relationship building and problem solving between young people
- To provide practical and 'hands on' support regarding budgeting, cooking, cleaning and running a home, with young people and in conjunction with their support plans
- To adhere to existing safety plans. Take action to respond to arising safety concerns in order to promote safeguarding and child protection. Communicate promptly and effectively with PSNI, Emergency Duty Social Worker, Emergency Services, On call and family/children's homes where appropriate.
- Ensure relevant recordings are completed in relation to safeguarding before leaving shift.
- Take the responsibility to ensure the security and safety of the building
- Adhere to the Housing Health & Safety and Fire Safety policy and procedures
- To consult and make decisions as a team
- Work effectively, ensuring information is communicated efficiently through the designated systems
- To participate in young people's reviews and support planning
- To provide a range of informal group work opportunities to young people

- To support the Housing Worker to ensure accommodation is well maintained, and is safe for young people to live in
- To maintain an accurate and up to date record of support provided to young people
- To ensure quality standards are maintained and improved upon (QAF and RQIA) and MACS internal reviews
- To work to targets as identified in your Balanced Scorecard
- To maintain clear, young people friendly, written and verbal communication
- To complete the competency framework in conjunction with your line manager within the first 9 months of employment
- To meet with the line manager for monthly supervision and annual appraisal
- To support the Housing Worker in the facilitation of house meetings
- To engage in completion of annual training needs analysis and attend relevant training
- To encourage young people to participate in reviews, MACS shadow board and forums
- To promote other MACS Services and events to young people across Housing and support them to attend
- To support and engage young people to be a good neighbor and assist in the resolution of neighborhood disputes
- To attend team meetings, Service days and relevant Organisational meetings
- To pro-actively engage in Service development and raising the profile of Service
- Contribute to the induction and support of sessional workers
- To support and nurture all students on placement at MACS

- To pro-actively engage in designated Organisational subgroups, activities and events for e.g. planning of Oscars, Org Day out, Health and Wellbeing Group and Culture Group
- To work in accordance with MACS policies and procedures
- Promote team cohesion and development through reflective practice (Gibbs Model), innovative thinking, transparent communication and solution focused approach
- Contribute to the Organisational strategic direction through annual team objectives
- Undertake any other duties as required

PERSONAL REQUIREMENTS

- The ability to build personable, purposeful and transparent relationships with young people
- The commitment to work in accordance with MACS ethos and value base
- The ability to communicate effectively to a wide range of people, including young people, verbally and in writing
- The willingness to accept direction and supervision
- The ability to reflect on practice, identify learning needs and take responsibility for continued professional development (with line management support)
- The willingness to work flexibly to respond to the needs of young people and to ensure the viability of the service
- The ability to maintain a comprehensive and up to date written record of work undertaken
- To have the commitment to undertake relevant training
- To be resilient and compassionate in a challenging environment
- To have good time keeping, time management skills and organisational skills
- The ability to work on own initiative and as part of a Supported Housing team and within the Organisation
- To represent the Organisation in a professional manner
- To bring enthusiasm and commitment to MACS

PERSON SPECIFICATION

SKILLS AND KNOWLEDGE REQUIRED BY POST HOLDER	
EXPERIENCE	
1 year of experience working with young people aged 16-25 in a supported housing, residential or hostel setting or similar environment	ESSENTIAL
KNOWLEDGE	
Understanding of how trauma and adverse childhood experiences can impact on the behavior of young people aged 16-21	ESSENTIAL
SKILLS	
Ability to support young people (16-21) to make transition into adulthood and interdependent living.	ESSENTIAL
Ability to support and manage young people (16-21) who present with aggressive / threatening behavior	ESSENTIAL
Ability to support and manage young people (16-21) who abuse substances	ESSENTIAL
PERSONAL QUALITIES	
Can develop own approach to practice based on reflection and feedback	ESSENTIAL
To be resilient and compassionate in a challenging environment	ESSENTIAL