**Job Description: Accommodation and Community Support Worker**

**Job Title:** Accommodation and Community Support Worker

**Location:** Utility Street Men’s Homeless Hostel, Belfast

**Reports to:** Assistant Manager / Unit Manager

**Responsible for:** Supporting Homeless men through the delivery of support activity in the NIID Utility Street Hostel. Ensuring the full delivery of the NIID / NIHE Supporting People and Housing Benefit requirements

**THE NORTHERN IRELAND INSTITUTE FOR THE DISABLED:**

The Northern Ireland Institute for the Disabled is a well established service led charity providing a range of services including a Nursing Home and Supported Living provision to people with a range of compex disabilities. In addition to this we also operate the Utility Street 59 Bed Homeless Hostel which specialises in the provision of temporary accommodation to homeless men.

Our work is based on the following five key themes:

* Recognising that each individual is an independent and valued citizen (able to have access to different housing options, health care, social justice learning opportunities; employment; leisure; etc.)
* Fully engaging with the individual to understand their needs and capacities, therby formulating personal plans and developing goal and milestones with them to build their personal capacity.
* Supporting the person on their individual journey and adding value to that journey wherever appropriate.
* Demonstrating equality, fairness, openness, patience and understanding to our client group many of whom have challenging personal issues.
* Continious development of skills and strategies both personally and for the client.

**ROLE EXPECTATIONS:**

The undernoted job description encompasses and reflects the role expectations currently identified as requirements for the post. However as the needs of service users’ change over time and legislation and regulatory influences impact on the organisation, the expectations identified within this job description may change in response to these influences. The Northern Ireland Institute for the Disabled strives to maintain a high standard of performance from all staff, and changes may require to be implemented to reflect best practice. Alterations to the expectations that The Northern Ireland Institute for the Disabled has of our staff will be discussed and introduced in consultation with the post holder.

It is expected that all staff members demonstrate their commitment to providing an excellent standard of support to the individuals who utilise our services. In addition to this, that a positive role model is displayed to both service users and work colleagues.

The individuals who utilise our services are actively encouraged to participate in a wide range of activities and opportunity with the intention of living in their own home, promoting independence, personal choice and social inclusion.

It is a key requirement of this role that all support staff fully engage with residents on a one to one and group basis. Being active in and around the main common areas of the hostel and engaging residents in planned capcity building activities.

Support workers are required to demonstrate through the use of all relevant support documentation, that they have fully engaged with the residents and help them on their personal journey actively encouraging and supporting service users to achieve their agreed goals, and participate in service users’ activities daily.

As part of this process all staff will maintain performance indicators to a high level.

All staff must be aware of the need for confidentiality in all aspects of the work that The Northern Ireland Institute for the Disabled. The nature of the work entrusts individuals with personal and confidential information with regard to this. Any breach of confidentiality will be viewed as Gross Misconduct and Disciplinary Action will be taken.

There will be a requirement for staff to work day/evening shifts, depending upon the needs of the service.

It is essential that staff have the ability to empathise and support individuals who are homeless and/or transitioning to independent living. Being homeless is in itself a difficult and frustrating position for anyone. In addition, many homeless individuals have needs arising from mental illness and/or substance abuse. At times this can lead to challenging behaviour on the part of a service user. From time to time there is a risk of violence or aggressive behaviour towards staff and other service users.

The Northern Ireland Institute for the Disabled will support the victim of any violence or aggression, whether the individual is a service user or a member of staff. The Northern Ireland Institute for the Disabled is committed to training staff to recognise and respond effectively to threatening or potentially violent situations. Staff are required to participate in planned training and staff development activities fully.

However, working with homeless individuals also means that you can help make a significant difference to their lives. The work is therefore rewarding, positive and productive, if at times challenging.

**JOB DESCRIPTION**

**Responsibilities to the Client in conjunction with the Assistant Unit Manager/Hostel Manager**

**Accommodation**

Provide a welcoming and sensitive reception service for homeless people; risk and needs assessing and admitting potential service users in accordance with laid down procedures.

The rejection of potential residents will only be permitted under strict NIID criteria. If in doubt staff must defer to the manager or assistant manager for permission to reject.

Support staff are expected to book residents onto the NIHE SPOCNET system at the reception desk on a daily or as needed basis.

Support service users during their induction period within the Hostel and enable service users to understand and adhere to Residents Guidelines throughout their stay at the Hostel.

Actively promote the development of each individual using a holistic approach which demonstrates an understanding of their personal, physical, emotional, spiritual and development needs.

Help each service user devise a support plan to reflect their needs and desired outcomes and meet the requirements of the NIHE Supporting People Quality Assessment Framework.

Review support plans and outcomes for each service user on at least a monthly basis.

Monitor and record the progress made by the service user in achieving their agreed goals in their individual Support Plan.

Monitor and record any persistent barriers to progress which service users encounter and work towards achieving a resolution to these barriers.

Actively demonstrate a highly positive and caring attitude to all service users at all times.

**Community**

Carry out Home Visits in the Community as and when required, with the agreement of the Manager / Assistant Manager.

Assess service users’ housing and support needs and implement an agreed plan to ensure they can remain living at home as long as it is safe to do so.

Support service users to find appropriate accommodation, understand their tenancy agreement and maintain their tenancy.

Provide guidance and support in applying for housing points, benefits and grants enabling and assisting the service user to move house when appropriate.

Further develop each service users’ support plan in order to help to maintain tenancy, reflecting their needs and desired outcomes, and meeting the requirements of the NIHE Supporting People Quality Assessment Framework.

Support the service user to maintain their home in a safe condition and ensure that safety checks are carried out regularly.

Help the service user to maximise their benefit entitlements and budget their income.

Help and encourage the service user toward healthy eating and promote healthy living.

Assist the service user with attendance at medical appointments and encourage them to adhere to medical requirements.

Encourage service users to maintain family and community links.

Promote choice and dignity for all service users.

Promote service users’ independence where safely possible.

Provide empathy and understanding to all service users.

Actively demonstrate a highly positive and caring attitude to all service users at all time.

**Key Tasks & Responsibilities:**

1. Ensure the needs of Clients, within the Men’s Hostel, are effectively met – promoting independence through support, development and progression:

* Meet key performance indicators to support the achievement of the

Hostel’s strategic plan.

* Provide support and advice to service users.
* Undertake service user risk and needs assessments to ascertain intervention level required.
* Develop focused outcomes based Support Plans and monitor delivery.
* Develop and review Support Plans in line with the Supporting People Quality Assessment Framework (QAF2)
* Liaise with external agencies, where appropriate, to ensure the co-ordination

and integration of services, and maximise opportunities.

* 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:

1. manage their domestic, personal and financial resources and develop independent living skills;
2. 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;
3. maintain independent living.
   * 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.
   * Contribute to the harmonious inter-action with other service users, neighbours and the local community, dealing appropriately with disruptive and/or abusive behaviour.
   * Advise Management of issues/concerns which may impinge on the smooth running of the service.
   * Assist in the collection of service charges.
4. Ensure Quality Assurance/Continuous Improvement:
   * Support and participate in the implementation of agreed improvement plans

within a culture of continuous improvement and service excellence.

* + Carry out all duties in accordance with NIID’s Quality Procedures.

1. Teamwork:

* Be prepared to work flexibly and provide shift cover during periods of colleague absence/annual leave, if necessary.
* Work closely with other Accommodation and Community Support Workers and Senior Support Worker/s on every aspect of established daily Hostel routines.
* Contribute to and conduct daily handover procedures.

1. Promote Equal Opportunities:

* Contribute to promoting an environment where equality of opportunity, antidiscriminatory practice, diversity, individual rights and choice are promoted in accordance with NIID’s principles, policies and procedures.

1. Communication, Records & Confidentiality:
   * Ensure all databases are kept up to date with accurate and reliable data in line with legal obligations.
   * Effectively maintain all recording systems employed by the Hostel, including financial transactions and petty cash.
   * Maintain the confidentiality of information in line with organisational requirements and adhere to the requirements of the Data Protection Act 1998.

* Adhere to NIID’s IT system network, email and internet usage policy.
* Communicate effectively with clients, relatives and the wider multi-disciplinary team (e.g. social services, counsellors, housing association, statutory and voluntary agencies, other hostels, police, probation etc.)
* Ensure all enquiries, suggestions and requests are dealt with promptly and accurately, notifying the Senior Support Worker as appropriate.
* Ensure complaints are promptly dealt with and reported to the Hostel Manager.

1. Training and Development:

* Undertake and update training to ensure the necessary knowledge and skills
* Participate in all mandatory training.
* Participate in NIID’s twice yearly development reviews.
* Establish goals for self through the staff support and development reviews process.
* Prepare for, attend and participate in staff support and supervision meetings.

1. Health & Safety and Security:

* Participate in weekly fire drill procedure.
* Act as Deputy Fire Warden and/or First Aid Person if designated.
* Respond to emergency situations as appropriate.
* Record and report any defects and/or accidents in the Hostel premises.
* Ensure compliance with health & safety legislation and safe working procedures.
* Adhere to NIID’s Health & Safety Policy and Procedures.
* Support the undertaking of Health & Safety risk assessments, as appropriate, and the implementation of any agreed actions.
* Ensure personal, protective equipment is worn whenever appropriate.
* Contribute at all times to the physical cleanliness and general condition of the facilities of the Hostel.
* Ensure awareness and adherence to the Lone Working Policy.
* Provide assistance in the food service when required

1. Participate in the Shift System and the On Call Rota:

* Participate in the shift rota.
* Crisis Intervention as deemed appropriate by the Service Manager.

1. Other Organisational Duties & Responsibilities:

* Exemplify professionalism and organisational values at all times.
* Adhere to all NIID policies and procedures and familiarise yourself with them on a yearly basis.
* Follow guidelines of NIID and external agencies
* Ensure additional areas of work, as required by Management, are carried out in accordance with instructions and on time.
* Ensure the effective and efficient use of organisational resources at all times.
* Adhere to all statutory legislation in relation to the homeless.
* Adhere to Supporting People Quality Assessment Framework.

**Working Environment:**

A large percentage of the homeless population is comprised of individuals who are addicted to alcohol and drugs. Many suffer from mental illness. The Accommodation and Community Support Worker must therefore be prepared to deal with Clients who are aggressive or abusive due to drugs, or mental disturbance.

**Note:** No job description can cover every issue which may arise within the post at various times. The job holder is expected to carry out other duties from time to time that are broadly consistent with those in this document.

**Person Specification: Accommodation and Community Support Worker**

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|  | **Essential Criteria** | **Desirable Criteria** |
| **Qualifications/**  **Attainments** | NVQ 3/QCF 3/equivalent qualification OR currently working towards successful completion OR willing to work towards completion. If you are willing to work towards the qualification, you must still have a minimum of QCF Level 2/GCSEs including English and Maths or equivalent | 3rd level qualification in a relevant vocational area e.g. care, housing or equivalent |
| **Experience/**  **Knowledge** | One years’ relevant experience (paid or voluntary) of directly supporting people with complex and multiple needs within a residential or community setting gained within the last three years. Complex needs include the following area:  Mental health problems  Drug and alcohol issues  Challenging behaviours  History of offending  Homelessness  Young people  Experience of completing support plans and risk assessments and putting plans in place to support those needs. | Experience and knowledge of welfare and housing benefits  Awareness of Supporting People Quality Assessment Framework requirements  Awareness of the legislative requirements for working with vulnerable adults |
| **Skills/Abilities** | Computer literate and in particular working knowledge of Microsoft Excel and Word  Flexibility in hours of work and ability to cover shifts as necessary |  |

***NOTE***

***This position is subject to an Enhanced Access NI check. Copies of the relevant policy on the recruitment of individuals with a criminal record as well as the Access NI Code of Practice are available on request. Please note that having a criminal record will not necessarily be a bar to obtaining a position with NIID.***