

## Job Description: Support Worker

<b>Job Title:</b>	Support Worker
<b>Location:</b>	Utility Street Men's Homeless Hostel, Belfast
<b>Reports to:</b>	Assistant Manager / Unit Manager
<b>Responsible for:</b>	Supporting Homeless men through the delivery of support activity in the Utility Street Hostel. Ensuring the full delivery of the NIHE Supporting People and Housing Benefit requirements
<b>Contract:</b>	Permanent, 37.5 hours per week on a rota basis, Monday – Sunday
<b>Pay:</b>	<b>£12.59 - £13.42 per hour (pay rate is dependent on qualifications, Level 3 as detailed below or a Degree Level qualification)</b>

### **HARMONI:**

HARMONI (formerly NIID) is a well established service led charity providing a range of services including the Utility Street 59-Bed Homeless Hostel which specialises in the provision of temporary accommodation to homeless men.

### **ROLE EXPECTATIONS:**

The undernoted job description encompasses and reflects the role expectations currently identified as requirements for the post. However, as the needs of residents' 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. HARMONI 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 HARMONI 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 residents 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 capacity 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 residents to achieve their agreed goals, and participate in residents' 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 HARMONI. 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 flexibly across both day and night shifts, depending upon the needs of the service. HARMONI reserve the right to review the rota in line with changing business needs.

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 and at times, this can lead to challenging behaviours on the part of a service user where there may be a risk of violence or aggressive behaviour towards staff and other residents.

HARMONI will support the victim of any violence or aggression, whether the individual is a service user or a member of staff. HARMONI 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**

In conjunction with the Project Workers and using the referral information gathered, provide a warm welcome for clients to the hostel.

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

Support residents during their induction period within the Hostel and enable residents 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 standards.

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 residents encounter and work towards achieving a resolution to these barriers.

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

Assess residents' 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 residents 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 residents' support plan in order to help to maintain tenancy, reflecting their needs and desired outcomes, and meeting the requirements of the NIHE Supporting People standards.

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 residents to maintain family and community links.

Promote choice and dignity for all residents.

Promote residents' independence where safely possible.

Provide empathy and understanding to all residents.

Actively demonstrate a highly positive and caring attitude to all residents 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 residents.
  - 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 Supporting People standards.
  - 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 Residents with the opportunity for self-determination and choice enabling them to:
    - a. manage their domestic, personal and financial resources and develop independent living skills;

- b. 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;
    - c. maintain independent living.
  - Act as an advocate providing support to and on behalf of Residents; attend Appeals or Tribunals; liaise with GPs, other healthcare professionals, statutory and voluntary agencies.
  - Contribute to the harmonious inter-action with other residents, 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.
2. 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 HARMONI's Quality Procedures.
3. Teamwork:
- Be prepared to work flexibly across the entire week and provide shift cover during periods of colleague absence/annual leave, if necessary.
  - Work closely with other Accommodation and Community Support Workers and management team on every aspect of established daily Hostel routines.
  - Contribute to and conduct daily handover procedures with the wider staff team.
4. Promote Equal Opportunities:
- Contribute to promoting an environment where equality of opportunity, antidiscriminatory practice, diversity, individual rights and choice are promoted in accordance with HARMONI's principles, policies and procedures.
5. 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 General Data Protection Regulations (GDPR) and the organisation's own procedures.
  - Adhere to HARMONI'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 management team as appropriate.
  - Ensure complaints are promptly dealt with and reported to the Hostel Manager.
6. Training and Development:
- Undertake and update training to ensure the necessary knowledge and skills
  - **Participate in all mandatory and essential training, including within the training plan for the first year of employment.**
  - Establish goals for self through the staff support and development reviews process.
  - Prepare for, attend and participate in staff support and supervision meetings.
7. 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 HARMONI'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, including clearing resident rooms.
- Ensure awareness and adherence to the Lone Working Policy.
- Provide assistance in the food service when required.

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

- Participate fully in the shift rota with flexibility to change to meet business needs.
- Crisis Intervention as deemed appropriate by the Hostel Manager.

9. Other Organisational Duties & Responsibilities:

- Exemplify professionalism and organisational values at all times.
- Adhere to all HARMONI policies and procedures (including Safeguarding) and familiarise yourself with them on a yearly basis.
- Follow guidelines of HARMONI 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 standards.

**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 residents 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.

Signed: \_\_\_\_\_

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

## Person Specification: Support Worker

Qualifications/ Attainments	Essential Criteria	Desirable Criteria
	<p><b>NVQ 3/QCF Level 3/equivalent qualification in Health and Social Care (or other relevant qualification).</b></p> <p><b>Or educated to degree level</b></p>	<p>Degree in a relevant vocational area e.g. care, housing or equivalent.</p>
Experience/ Knowledge	<p><b>A minimum of six months relevant experience (paid or voluntary) of supporting people with complex and multiple needs within a residential or community setting in <u>at least one</u> of the following needs groups:</b></p> <ul style="list-style-type: none"> <li>• Homelessness Prevention</li> <li>• Substance Misuse</li> <li>• Offending • Mental Health • Young People</li> </ul> <p><b>Awareness of the legislative requirements for working with adults at risk of harm or in need of protection.</b></p>	<p>Experience and knowledge of welfare and housing benefits</p> <p>Awareness of Supporting People requirements</p> <p>Experience of completing support plans and risk assessments and putting plans in place to support those needs.</p>
Skills/Abilities	<p><b>Ability to work as part of a team and alongside client groups with different needs.</b></p> <p>Computer literate and in particular working knowledge of Microsoft Excel and Word</p> <p>Flexibility in hours of work and ability to cover shifts as necessary</p>	

**NOTE**

**This position is subject to an Enhanced with Barred List 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 HARMONI.**