

# Recruitment Pack

## Foyer Support Worker



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# Join the NB Housing Team & get the following rewards

- Salary is **£23,893 - £24,702** per annum
- Generous optional contributory pension scheme currently at employer contribution of 19.5%
- **23 days** annual leave pa rising to 28 after 5 years' service
- **12** customary holidays
- Occupational sickness scheme
- Private **Healthcare** option
- Excellent work and family friendly policies
- Employee assistance programme
- 37 hours per week (shift rota)

The closing date for this post is 23rd August 2024 at 12 noon and applications should be returned via post to Gatelodge Office, 8 Flax Street, Belfast, BT14 7EQ, or by email to [info@nb-housing.org](mailto:info@nb-housing.org). Applications received after this time will not be considered. CVs will not be accepted

Again, we would like to thank you for your interest in NB Housing and wish you every success.

NB Housing is an equal opportunity employer

**INVESTORS IN PEOPLE®**  
We invest in people Gold

Investors in People Gold  
Award recipient



Supporter of the Belfast  
Business Promise

# About NB Housing

NB Housing is a registered social housing provider created in 2014 after the merger of two community-based housing associations in North Belfast. We currently manage approximately 1,100 homes and our portfolio extends to supported housing, housing for the elderly and general family accommodation.

We are a not for profit business with charitable status led by a voluntary Management Board. We employ 42 staff including support staff within our supported housing schemes, caretaking service staff and head office staff. Our main area of operation is North Belfast but we have extended our activity to seek development opportunities across Northern Ireland. At NB Housing we are passionate about the role we play in society and believe our Vision, Mission and Values is what makes us.

## Vision

Everyone has an affordable, sustainable home in a supportive community that enables them to lead their best lives.

## Mission

To provide a place to call home and an outstanding service to those in need. A home where people feel:



They belong



Safe



Financially secure



Supported



Part of the fabric  
of the community

# Our Governance and Senior Executive Structure

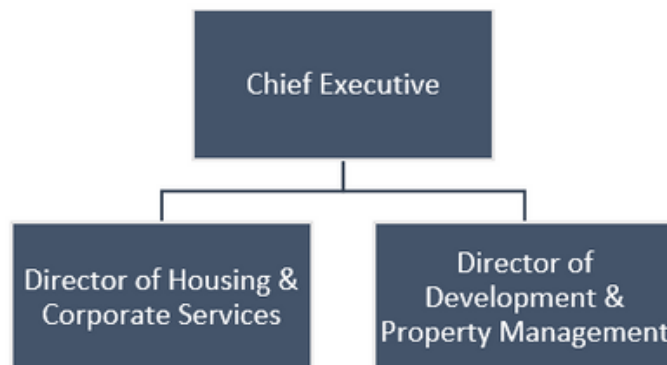
Our aim is to ensure that the governance of NB Housing complies with the requirements of the law, relevant regulators, and best practice. NB Housing is managed by 14 Voluntary Board Members from various professional and social backgrounds who meet regularly to govern the affairs of the Association.

The Board is supported by the Senior Management Team who is led by the Chief Executive.

## Board & Subcommittee Structure



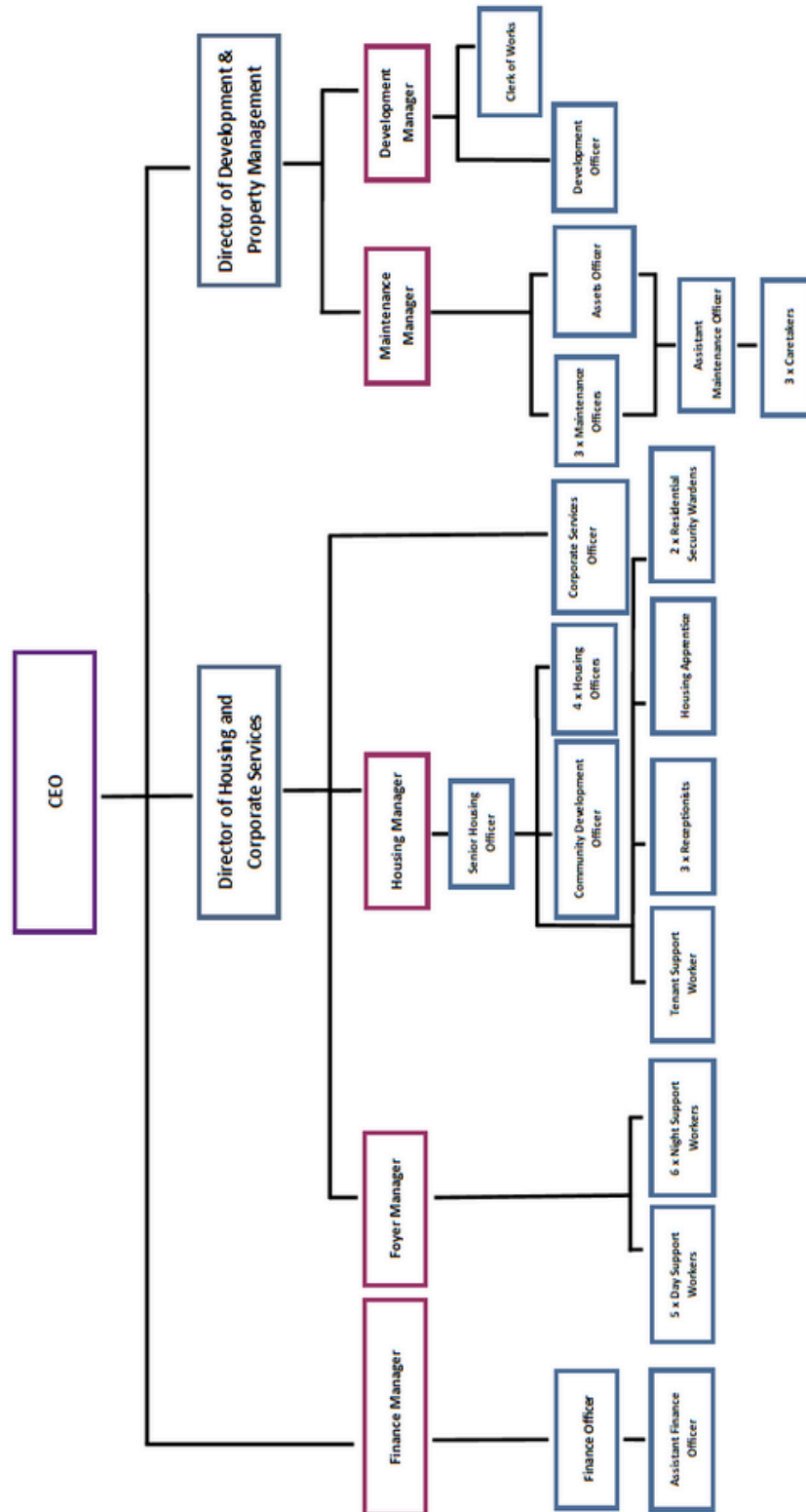
## Senior Management Team Structure



# Our Staff Structure



## Staff Structure



# Job Description

## Job Summary

Support Workers are based at our supported scheme, Flax Foyer. Located in the Ardoyne area of North Belfast, Flax Foyer is a supported scheme which supports homeless young people aged 18-25 to prepare for independent living.

Our team of support staff engage with the residents to deliver individually tailored, outcome-based support plans. Support is provided to residents throughout their stay to develop the necessary independent living skills required to maintain their own accommodation within the community. Every resident is expected to be ready to commit to a training programme that will enhance their individual employability. Staff build professional relationships with external agencies to provide training opportunities to residents both on and off site.

The Foyer consists of 37 self-contained one-bedroom apartments. A communal lounge, laundry and computer suite are also on site. Residents make the Foyer a home for a maximum two-year stay. Further information is available on our website [www.nb-housing.org](http://www.nb-housing.org)

The job holder will support the development of young people aged 18 – 25 years during their stay in the Foyer as well as contributing to the overall operation of the Foyer in accordance with policy and development

## Key Tasks

### Assessment and Action Planning

- Assess Foyer applicant's suitability for the Foyer in relation to housing and support needs
- Formulate an agreed action plan with accepted applicants to enhance their personal development, education and employability.
- Review action plans with residents in accordance with Foyer policy and measure success and to provide advice/assistance when required.
- Co-ordinate one to one, or group sessions with residents in key skills training.
- Source external support for residents when required
- Contribute to all Foyer development meetings.

## Resettlement of Residents

- Assist residents in their search for independent living in accordance with the action plan.
- Advise and assist residents in benefits, which may be available when moving.
- To carry out follow up visits and offer advice and assistance.
- Maintain proper records on the progress of ex residents

## External Liaison

- Promote the work of the Foyer
- Ensure that all residents receive a high standard of service.
- Encourage external agencies to become involved with Foyer residents.

## Administration

- Ensure that all communications with residents and external agencies is properly documented and filed appropriately.
- Maintain written records of residents' progress using agreed systems.
- Adhere to all policies and procedures with regard to the handling of cash.

## General

- Ensure all activities are conducted in accordance with the Company's Health and Safety and Equal Opportunities Policy
- Adhere to the rules of NB Housing in relation to Section 75 and equality of opportunity
- To promote the organisations Mission, Values (Integrity, Sustainability, Excellence, Empowerment, Collaboration, Fairness) aims and Objectives.
- To maintain professional boundaries and confidentiality within the Association
- To attend staff meetings, training, forums, which may occur outside normal working hours
- To participate in Performance Reviews and supervision sessions
- Actively promote the operations of the Association and maintain and develop links with outside agencies, ensuring the best interests of the Association are promoted at all times
- Conduct all activities with confidentiality and in accordance with the requirements of Data Protection Legislation
- Adhere to policies and procedures as contained within Staff Handbook
- Carry out any other duties as may be reasonably expected from time to time that are within the competence of the post holder and conducive to the effective delivery of the role and success of the Association.

Please be advised that this list is not meant to be exhaustive and may be added to or amended as and when deemed necessary.



# Personnel Specification

Specification	Essential	Desirable
Physical Make up		Tidy appearance
Qualifications	GCSE's in Maths and English or equivalent	QCF/NVQ Level 2 in Support/Care or equivalent
Job Experience And Training	At least 1 years' experience of providing support (gained within the last 5 years)  Computer literacy	Experience of working with young people
Specialist Knowledge	Has a good understanding of the role and responsibilities of a support worker within a supported scheme  Awareness of legislation relating to vulnerable adults  General awareness of health and safety regulations (including fire)  Awareness of confidentiality	An understanding of the needs of homeless young people
Special Skills/ Aptitudes	Excellent interpersonal and communication skills	Knowledge of 'Supporting People'  Experience of Investors in People standard

Specification	Essential	Desirable
Disposition	<ul style="list-style-type: none"><li>Approachable</li><li>Listening ability</li><li>Shows common sense and initiative</li><li>Vigilant</li><li>Empathetic to client group</li></ul>	
Personal Circumstances	<ul style="list-style-type: none"><li>Accessible to location</li><li>Flexibility to work shifts, including evenings and weekends</li></ul>	



# Contact Us



**Website**

[www.nb-housing.org](http://www.nb-housing.org)

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**Phone**

028 9059 2110

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**E-mail**

[info@nb-housing.org](mailto:info@nb-housing.org)

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**Social Media**

@nbhousing

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**Address**

Gatelodge  
8 Flax Street  
Belfast  
BT14 7EQ