



MACS is the leading specialist youth homeless charity in Northern Ireland. We provide 24/7 supported housing to young people leaving care and who are homeless, floating support to young people in the community, shared tenancies, prison resettlement and wellbeing support.

OUR VISION:

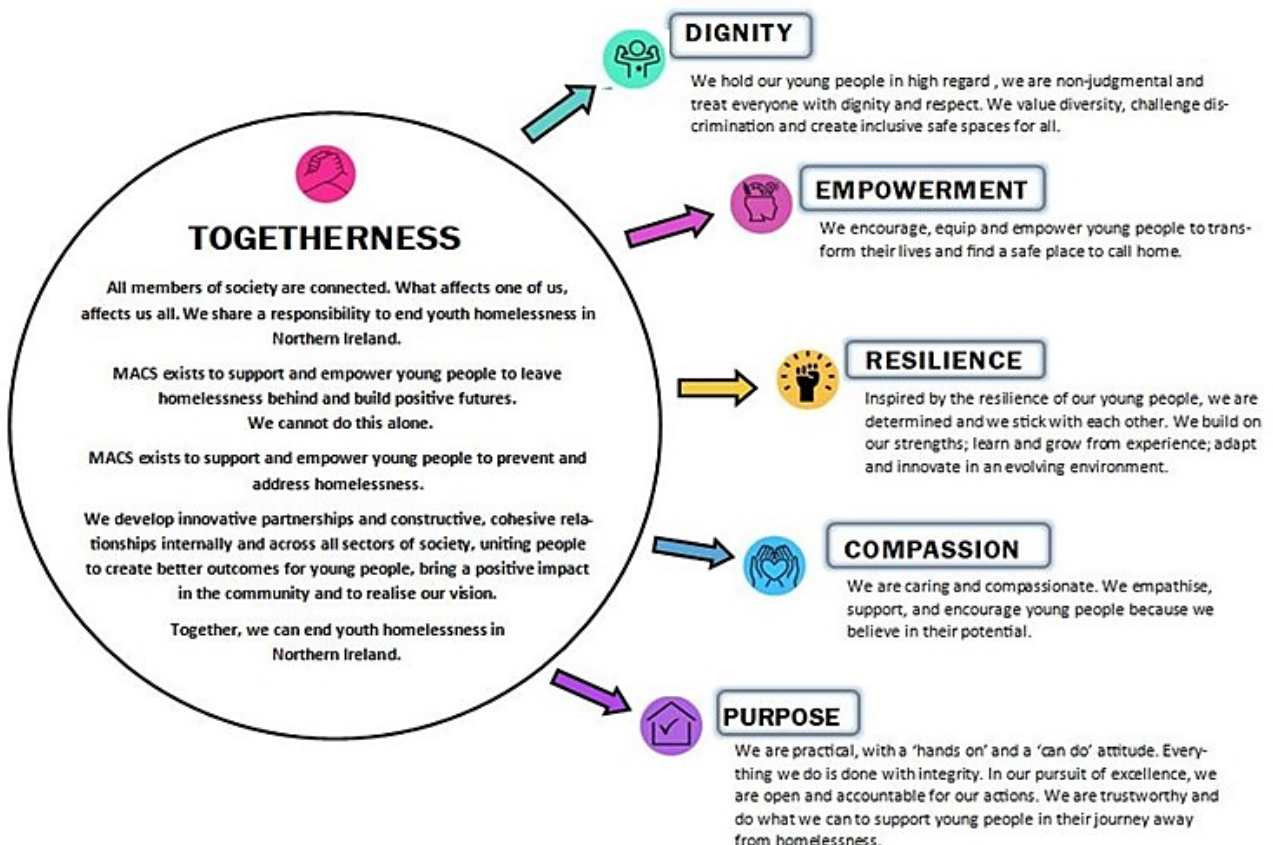
An end to youth homelessness in Northern Ireland

OUR MISSION:

Together we will empower young people on their journey to find a safe place to call home and build brighter futures.

OUR VALUES:

Everything we do as an organisation is underpinned by our core values. We live these values in the way we interact with colleagues, children and young people and all external stakeholders.



In MACS we encourage an interdependent way of living. We actively encourage personal and professional development so that our young people and staff can reach their fullest potential.

OUR CULTURE:

Interdependence – MACS recognise that as social creatures, we cannot exist totally independently from others.

Personal Growth and Development - We invest in our staff and young people, challenge their thinking and encourage training to increase skills and knowledge.

Learning from Mistakes - Our ethos and belief are that by examining what went wrong, we can improve and use the learning.

Self Determination and Autonomy - MACS employ experienced and skilled staff that we trust to work effectively and safely with our young people.

Judging Others - MACS recognizes that judgements are natural, however we ensure that ours are examined and explored in a way that results in a positive outcome for all.

Communication - We have a friendly, relaxed, engaging and warm attitude that fosters positive communication between young people and the organization as a whole.

Trust and Integrity - We earn trust from young people and other professionals by consistently delivering top quality services, underpinned by trust and integrity.

Involving Yourself - MACS welcomes input from all staff and young people and encourages participation in having your say and embracing new opportunities.

We expect all staff to commit to and embrace the vision, mission, values and culture of the organisation as defined above.

MACS SUPPORTED HOUSING SERVICE

JOB DETAILS

Job Title:	Support Worker
Conditions:	Full Time, Permanent (Belfast, Lisburn, Downpatrick, Newry) X1 Full Time, Fixed Term (until 01.01.2026 in Newry) Full Time, Permanent (Flexi Team)
Responsible to:	Housing Manager / Team Leader
Locations:	Belfast - 14-20 University Street, Belfast, BT7 1FZ Lisburn - 190 Longstone Street, Lisburn, BT28 1TT Downpatrick - 9 English Street, Downpatrick, BT30 6AB Newry - 99-101 Canal Street, Newry, BT35 6DX
Hours of Employment:	Full Time: 36 hours. 3 x 12 Hour Shifts which include Waking Nights, Weekends, Bank Holidays and occasional Day Shifts. Typical Working Pattern is subject to change. Flexi Team – 3 x 12 Hour Shifts are based across two housing locations i.e. Belfast and Lisburn.
Salary:	£23,715- £25,114 per annum & pension at 4% of salary
Holidays:	21 x 12 Hour Shifts per annum (increasing by 0.6 shifts per year of service up to a max of 24 shifts per annum. Increase is effective from the 1st April each year, once a full year of service has been completed). <i>This holiday entitlement is inclusive of Bank/Public Holidays and given the nature of the business, it will sometimes be necessary for you to work on Bank/Public Holidays, so you have access to use this holiday entitlement at another time. MACS also offer a double pay rate for essential shift cover in its Supported Housing Services on specific bank / public holiday dates.</i>

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

JOB DESCRIPTION

SERVICE OVERVIEW

Newry, Downpatrick, Lisburn and Belfast Supported Housing Services (Move in to Move On) provide 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

Support Workers 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 supported 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.

This Job Description demonstrates the job role, main duties and responsibilities to:

User, Stakeholder and Community Engagement:

- To establish a positive relationship with Young People and to support them to create a safe home environment.
- To provide holistic support (on a one to one and group basis) to all young people accessing the service, ensuring the support meets their needs.
- To work alongside and support the Housing Worker to provide practical and hands on support regarding budgeting, cooking, cleaning and running a home in conjunction with the young people's support plans to ensure a person-centred approach. Also, to ensure direction is taken in responding to arising safety concerns including adhering to safety plans in order to promote safeguarding.
- To support the Housing Worker to ensure accommodation is well maintained, and is safe for young people to live in.
- To support the move in and move on process.
- To provide young people with support in order for them to transition into independent living, helping them to maintain their tenancy while assisting them to develop the confidence and skills required to live independently.
- To ensure a coordinated approach is adapted whereby young people are provided with opportunities to develop skills and knowledge and work as part of a team to carry out day to day tasks in order to help the young people reach their desired goals.
- To provide a service that nurtures and encourages development.
- 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 support and engage young people to be good neighbors and assist in the resolution of neighborhood disputes.

- To provide a range of informal group work opportunities for young people. To encourage and support young people to be involved in participation within MACS and outside of MACS.
- To liaise and build relationships with all services involved in supporting young people.
- Communicate promptly and effectively with PSNI, RESWS, Emergency Services, On Call Manager/Team Leader and family/children's homes where appropriate.
- Support Workers will participate in shift patterns that meet the needs of the young people.

Learning and Development

- Reflection, personal and professional development both individually and as part of the team.
- To prepare and engage in monthly supervision and team meetings to work on agreed targets, alongside Line Manager.
- To prepare and update Learning and Development plan in relation to team and individual training needs.
- Contribute to the induction and support of new staff.

Governance

- To adhere to MACS Policies and Procedures including Safeguarding and Lone working as well as adhering to NISCC standards of conduct and practice.
- Ensure health and safety standards and fire regulations are maintained and any concerns or repairs are reported promptly. To ensure the security and safety of the house.
- Working effectively within a team, ensuring information is communicated with Young People.
- To ensure information is communicated in a timely and appropriate manner in line with GDPR guidelines.
- All relevant recordings are completed before leaving the house and all information is stored and shared in line with MACS policies and procedures and stakeholder requirements.
- Ensure all information is communicated efficiently through the designated system, in line with Statutory and MACS requirements and processes.
- Ensure quality standards are maintained in accordance with QMT, RQIA and MACS internal processes.
- To deliver high quality services in partnership with Stakeholders in accordance with the young person's needs.
- To work alongside other supported houses and services to promote organisational ethos and objectives.
- To be pro-active in service-development and promote the profile of MACS.

Other Duties

- Be required to undertake any other duties to ensure the effective, safe delivery and development of services.
- Be flexible and willing to adapt to the changing needs of the young people and service, always putting young people first.
- To work shift patterns that meet the needs of the young people.

PERSONAL REQUIREMENTS

- The ability to plan and prioritise workload
- Excellent communication skills
- High level of attention to detail and accuracy
- Good interpersonal and team working skills with a flexible and adaptable attitude to work
- Able to be a self-starter with the ability to use initiative
- To demonstrate effective leadership skills
- The ability to understand and work in accordance with MACS ethos and values base
- The ability to communicate effectively to a wide range of people, particularly young people and stakeholders
- The ability to accept direction and supervision
- The ability to maintain a comprehensive and up to date written record of work undertaken
- To have the commitment to undertake relevant training
- To work as a team member and assist in developing and shaping the Service to meet Young People’s needs and strategic objectives
- Good time keeping skills
- To represent MACS in a professional manner
- To work on own initiative and make decisions (autonomous) in a responsible and accountable manner
- To be resilient and compassionate in a challenging environment.

PERSON SPECIFICATION

SKILLS AND KNOWLEDGE REQUIRED BY POST HOLDER		
CRITERIA 1	CRITERIA	ASSESSMENT STAGE
<ul style="list-style-type: none"> • 6 Months’ experience (paid or voluntary) of supporting people in a caring role as an employee, volunteer or carer. 	ESSENTIAL	SHORTLISTING
CRITERIA 2		
<ul style="list-style-type: none"> • Understanding and knowledge of homelessness, mental health and substance use. 	ESSENTIAL	INTERVIEW
CRITERIA 3		
<ul style="list-style-type: none"> • Ability to practice in line with MACS ethos and values. 	ESSENTIAL	INTERVIEW
CRITERIA 4		
<ul style="list-style-type: none"> • A full, current driving license with access to a car, insured for business use is required to meet the requirements of the post in full. 	ESSENTIAL	SHORTLISTING
DESIRABLE CRITERIA		
<ul style="list-style-type: none"> • Experience of working in a supported housing or residential environment. 	DESIRABLE	INTERVIEW
<ul style="list-style-type: none"> • A health and social care qualification or third level education. 	DESIRABLE	SHORTLISTING