

**BELFAST HOMELESS SERVICES**

**Services Support Officer**

**Job Description**

Job Title: **Services Support Officer**

Location: **Belfast Homeless Centre – Belfast City Centre Location**

Reports to: **Services Co-Ordinator**

Salary: **£12.30 per hour**

Hours of Work: **16 hours per week, to include drop-in opening hours: 24 months fixed term**

Holidays: **25 days per annum plus Public Holidays (pro rata)**

**This role is required to work with vulnerable groups and any offer of employment is subject to a satisfactory Enhanced Access NI check.**

**Belfast Homeless Services**

Established in June 2019, Belfast Homeless Services operates a comprehensive drop-in centre that serves as a **beacon of hope** and **support** for both Belfast's homeless and vulnerable populations. Currently open three nights per week, Tuesday, Wednesday, and Thursday, our centre provides a vital lifeline to approximately 70 individuals each night, spanning ages from 18 to 75+.

At our drop-in centre, individuals facing homelessness, whether living on the streets, in hostel accommodation, or engaging in sofa surfing, find **a warm** and **welcoming environment**. Here, they have access to essential resources and amenities crucial for survival and dignity. From nourishing hot meals and beverages to clothing, toiletries, and even sleeping bags, generously donated by the public, we ensure **that basic needs are met**.

**Main area of responsibility:**

Reporting to the Services Coordinator the post holder will be responsible for assisting in the day-to-day operations of Belfast Homeless Services (BHS). They will supervise and support a team of volunteers in the delivery of BHS services to people who are homeless or who are at risk of homelessness in the Belfast area.

**Main job duties:**

1. To support the Services Co-Ordinator to deliver BHS services including delivering direct support to service users/guests at the BHS Centre
2. To provide support and supervision to a team of volunteers
3. To manage risk effectively and ensure all BHS Policies and Procedures are followed
4. **To support the Services Co-Ordinator to deliver BHS services:**
* A Drop-In Service (currently 3 evenings a week with plans to open more often)
* The provision of food and drink including a hot meal to users of the Drop-In Service
* The provision of social activities
* The provision of clothing and washing facilities to service users
* The provision of advice, information and emotional support to service users
* The provision of signposting service users to external agencies

1. **To provide support and supervision to a team of volunteers**
* Acting as a main point of contact for volunteers when on duty
* Working to ensure volunteers understand and are supportive of BHS’s values, mission and objectives
* Supporting the Services Co-Ordinator in managing volunteer rotas to provide agreed service delivery levels
* Ensuring volunteers understand and implement BHS policies, procedures and behaviours, taking action were needed
* Encouraging good teamwork, fair delegation and recognition of achievement and impact

1. **To manage risk effectively**
* Supporting the team to work in a way where risk is continuously assessed and managed; ensuring that the prevention and de-escalation of any incidents is paramount
* Ensuring that risk and critical incidents are communicated and recorded effectively
* Operating at all times within our financial policies and procedures e.g. use of Petty Cash

**The role holder will be expected to perform the job in accordance with all of BHS’s policies and procedures and to perform any other duties as may reasonably be required from time-to-time.**

**Statement of non-discrimination**

Belfast Homeless Service is committed to equality of opportunity for all applicants including those with criminal convictions. Information about criminal convictions is requested to assist the selection process and will be taken into account only when the conviction is considered relevant to the role.

Any disclosure will be considered in the context of the job description, the nature of the offence and the responsibility for the care of others.

Belfast Homeless Services is an equal opportunity employer

**Person Specification**

**Services Support Officer**

**Essential Criteria**

1. 2 years’ experience of delivering support to individuals, or groups of adults at risk with multiple needs **OR** a minimum of NVQ Level 2 and 1 years’ experience of delivering support to individuals or groups of adults with multiple needs
2. Experience of working with volunteers to deliver services
3. Knowledge of Safeguarding and managing risk
4. Knowledge of how to work confidentially and with sensitive information
5. Ability to work on own initiative and make decisions to appropriate level of delegated authority
6. Competent in the use of IT packages to include Microsoft Word, Excel and PowerPoint

**Desirable Criteria**

1. Knowledge of homelessness issues
2. Understanding of the effects of trauma, mental and addictions on people