

**SUPPORT WORKER JOB DESCRIPTION AND SPECIFICATION**

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| **Job Title** | Support Workers |
| **Responsible to** | Service Manager |
| **PayScale** | **Support Hub Part Time.**NJC Pt 7 – 11 £24,294 - £25,979 Pro rata. Subject to review.  |
| **Hours and days of work:** | Between 19 and 30 hours per week(for further details see: Our Services section) |
| **Holidays and Benefits:** | 20 days per annum plus Public Holidays pro rata.* Contributory Pension Scheme
* Benenden Health Care Programme
* Training & Development
* Staff Wellbeing Programme
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| **Closing date:** | 7th April 2025 at 17.00 |

**Introduction**

We are looking for individuals who are passionate, committed, and enthusiastic to join our support team to help make a positive difference to the lives of people affected by homelessness.

You will have experience of working with marginalised, disadvantaged, and disenfranchised people with multiple and complex needs in a psychologically informed environment. Being able to build effective relationships with our service users, you will understand the challenges faced by and the needs of people experiencing homelessness, or are vulnerably housed, and have skills and knowledge in providing housing-related support.

In return we will provide you with the opportunity to develop your skills and receive professional supervision and support. In addition, you will have the opportunity to be part of a team where your views count and you can make a lasting difference to the lives of people experiencing homelessness or are vulnerably housed.

You must be able to work within the Welcome Organisation’s high tolerance, low threshold ethos to support our service users to make informed choices and decisions according to their needs, wants and aspirations using our innovative and easily accessible services.

**Providing the service**

* Work to maintain a high tolerance, low threshold ethos whilst ensuring the service is a safe and welcoming environment for all.
* Work to continually develop and maintain the service as a psychologically informed environment.
* Actively promote equality, diversity, and inclusion.
* Promote and liaise with internal and external agencies/services to ensure a holistic and multi-disciplinary approach.
* Provide targeted, intensive, and personalised support, including practical support, with service users in control; and
* Effectively communicate within and between teams and to ensure follow-up work is undertaken.

**Providing Support**

* Develop effective working relationships with clients, making efforts to build bridges with those unable and/or reluctant to access support.
* Work with clients to draft and implement realistic and achievable support plans, needs assessments and risk assessments, ensuring each client receives a holistic, wrap-around, and strength-based package of support that meets their expectations.
* Identify and build partnerships with other agencies and organisations.
* Work in a way where risk is continuously assessed, and prevention, de-escalation and reflection of incidents is paramount.
* Ensure risk and critical incidents are communicated effectively and appropriately to all relevant individuals and bodies; and
* Carry a caseload of key-working clients and continually review and update each client’s support plan.

**Monitoring the service**

* Maintain accurate and quality records including contact notes, casefiles, handovers, and database entries.
* Cooperate with the monitoring frameworks to enable internal and external evaluation of the service; and
* Contribute to the preparation of reports for the Service Manager as required.

**General**

* Ensure all adults and children at risk are safeguarded appropriately.
* Actively participate in team meetings, supervision, and appraisals as required.
* Support service users to take ownership of their own development, advocating where appropriate.
* Support and mentor all staff to enhance and develop the service.
* Be flexible and help cover for other members of the team and services as necessary.
* Maintain safe systems of work and a safe environment and adhere to all the Welcome Organisation’s policies and procedures including Equality, Diversity & Inclusion, Health & Safety, and confidentiality; and GDPR.
* Undertake any other duties relevant to the post.

**PERSON SPECIFICATION**

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| **Criteria** | **Essential** | **Desirable** |
| Previous Experience | * 1 years’ experience of supporting people with complex and multiple needs such as alcohol/substance misuse, mental health issues and reoffending. could be in a paid or voluntary capacity.
 | * 1 years’ experience of providing housing related support.
* Experience of working with people who can display challenging behaviour.
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| Skills and Abilities | * Ability to effectively support people who display challenging behaviours and poor levels of engagement.
* Ability to develop needs/risk assessments and support plans that are person centred.
* Ability to manage a key worker case load.
* Ability to effectively offer support while continuously assessing, mitigating and reflecting on risk.
* Ability to develop relationships and offer support with a PIE approach.
* Able to advocate for our clients and work in partnership with other agencies and organisations.
* Ability to work in a fast-paced environment, be solution and target focused, demonstrate good time management skills, and prioritise and make decisions under pressure.
* Excellent written/verbal communication, interpersonal, and team-working skills.
* Competent in the use of IT systems, including Microsoft, and display the ability to maintain computer-based filing system.
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| Education and Knowledge | * Knowledge of developing and implementing support plans, needs and risk assessments.
* Knowledge of the issues affecting people experiencing homelessness, including specific issues face by marginalised groups.
* Understanding of and ability to adhere to Equality, Diversity & Inclusion, Health & Safety, Protection of Adults and Children at Risk, and other relevant policies specific to post.
* Understanding of the need for confidentiality and data protection.
* Understanding of harm reduction principles.
 | * Knowledge of housing options and support services for people experiencing homelessness and vulnerably housed clients, and the Housing Executive’s application process.
* Sound knowledge and understanding of the benefit system.

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| Personal Values | * Passionate, committed, and enthusiastic about making a positive difference for those experiencing homelessness and vulnerably housed.
* Non-judgemental, compassionate, empathetic
* Professional, trustworthy, and respectful.
* Resilient and self-aware.
* Demonstrate the ability to work effectively toward our core values.
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| Other  | * A satisfactory Enhanced Access NI check.
* The post holder will be required to wear identifiable clothing (uniform) whilst working.
* Knowledge of health & safety in relation to buildings and kitchens, and other specific to post.
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**OUR SERVICES**

**Support Hub**

The Support Hub is temporarily situated in Waring Street, Belfast and is open from 8.30am to 5.30pm, 365 days per year. The Support Hub is an assessment hub and acts as a conduit for ongoing support of the individual.

Staff ensure that every individual presenting to the Support Hub receives a needs assessment and a rapid response including registering with the NIHE, mediation with family, re-connection back to country of origin, links into health and social services and welfare benefits.

The Support Hub also provides for the basic needs of all rough sleepers and individuals of No Fixed Abode engaged with all our services. Showers, fresh clothes, laundry service and food are available daily.

**FLOATING SUPPORT**

The Floating Support service provides support to 100 clients with complex support needs who have been allocated their own accommodation. The Floating Support staff carry a caseload of approximately 25 individuals and will make regular visits to clients’ homes to ensure they have everything they need in place to retain their tenancies and are receiving good support.

This is a lone working service. All service users availing of floating support have been ‘traffic lighted’ according to both need and risk and staff will double up to complete visits where risk is identified. Staff must have access to own transport and business insurance to undertake home visits and to transport clients.

**STREET OUTREACH**

Assertive Outreach is a vital, often life-saving service that operates 365 days a year from 7am to 3am. Our outreach teams work to engage rough sleepers and those partaking in street activities such as begging or using substances in public places, to move them off the streets and into accommodation where and when available.

Each morning the Assertive Outreach Team will find and transport Rough Sleepers to the Drop-In where their basic physical needs will be met. The team will then work with this cohort completing needs assessments and support plans, liaising with the NIHE etc. to ensure that there is no second night out for the individual.

Assertive Outreach will provide a Code 7 service to support ‘blue light’ services. Where appropriate, individuals are transported back to their hostel/accommodation or if this is not feasible to the Drop-in as a place of safety and to rest. Code 7’s is a critical element of Outreach as it prevents loss of accommodation, reduces the risk of individuals entering the criminal justice system and reduces the misuse of expensive blue light services.

Staff must have 2 years driving experience with current UK clean licence.

**CRISIS ACCOMMODATION FOR WOMEN**

Our ten-bed crash facility for women (Glenview) is open 24hours per day, seven nights a week and provides shelter for some of the most vulnerable women in Belfast. It is widely acknowledged that this service delivers an important form of prevention from rough sleeping and prevents chronic homeless females from continuing to be trapped in a cycle of homelessness through supporting the transition from the street to emergency accommodation and building up a relationship of trust which underpins engagement / reconnection with other services and community.

**CATHERINE HOUSE**

Catherine House is 24 hour supported living service for up to 10-women who are ready to take the next steps out of homelessness. It is a therapeutic (trauma informed) supported housing unit tailored for women who want to progress in their recovery from homelessness and live in semi-independent accommodation for up to two years. The support provided is person centred, and clients are case managed by female keyworkers who will be trained in, general homeless support areas but also in Trauma Informed Support and other female specific issues i.e., domestic violence, sexual exploitation.