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**SUPPORT WORKER JOB DESCRIPTION AND SPECIFICATION**

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| **Job Title** | Support Workers |
| **Responsible to** | Service Manager |
| **PayScale** | NJC Pt 7 – 11 £22,369 - £24,054  (Drop In, Outreach & Floating Support)  NJC Pt 9 - 13 £23,194 - £24,948  (Women’s Services) |
| **Hours and days of work:** | 37.5 hours per week pro rata  (for further details see: Our Services section) |
| **Holidays and Benefits:** | 20 days per annum plus Public Holidays   * Contributory Pension Scheme * Benenden Health Care Programme * Training & Development * Staff Wellbeing Programme |
| **Closing date:** | 2024 *please note we will be shortlisting and interviewing as the applications are received.* |

**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. Being able to positively engage with our clients, you will understand homelessness, housing-related support, and the needs of homeless people.

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 homeless people.

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

**Providing the service**

* Work to uphold a high tolerance, low threshold ethos whilst ensuring the service is a safe and welcoming environment for all.
* 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, in conjunction with clients; 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 break down barriers with those unable and/or reluctant to access support.
* Work with clients to draft and implement realistic and achievable support plans and risk assessments, ensuring each client receives a personalised holistic, wrap-around, and strength-based package of support that meets their needs.
* Identify and work with other agencies and organisations.
* Work in a way where risk is continuously assessed, and prevention and de-escalation 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 appraisal, attending meetings as required.
* Encourage clients to represent themselves, advocating where appropriate, and promote client involvement.
* Support and mentor volunteers/bank staff to enhance 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
* 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 | * 1 years’ experience of providing housing related support. * Experience of working with people with challenging behaviour such as alcohol/substance misuse and/or mental health issues. |
| Skills and Abilities | * Ability to manage people with challenging behaviour and poor levels of engagement. * Ability to develop person-centered, needs/risk assessments, support plans and manage a key worker case load. * Able to develop an approach to practice based critical thinking, reflection, and feedback. * Able to advocate for our clients and work in partnership with other agencies and organisations. * Ability to work in a busy environment, be solution and target focused, good time management skills, and demonstrate the ability to prioritise and make decisions under pressure. * Excellent written/verbal communication, interpersonal, and team-working skills. * Competent in the use of IT systems (including Microsoft). |  |
| Education and Knowledge | * Knowledge of support plans to include needs and risk assessments. * Knowledge of the issues affecting homeless people, including women, and housing related support. * 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 homeless and vulnerably housed clients, and the Housing Executive’s application process. * Sound knowledge and understanding of the benefit system.   . |
| Personal Attributes | * Passionate, committed, and enthusiastic about making a positive difference to the homeless and vulnerably housed. * Non-judgemental, compassionate, and the ability to empathise. * Professional, honest, trustworthy, and respectful. * Flexible, energetic, and positive with a calming disposition. * Resilient and self-caring. |  |
| 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. * 2 years driving experience and current clean licence if required for the post.   Floating Support   * Access to own transport and business insurance to undertake home visits and to transport clients. |  |

**OUR SERVICES**

**DROP IN CENTRE**

The Drop-In centre is situated in Townsend Street, Belfast and is open from 8.00am to 6.00pm, 365 days per year. The Drop-in centre is an assessment hub and acts as a conduit for ongoing support of the individual.

Staff ensure that every individual presenting to the Drop-in 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.

Drop-in 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.

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| **Fulltime Staff:** Monday to Friday 8.00am - 6.00pm  Staff work a 10-hour shift, 4 days per week and have 1 day off a week on a rotational basis. |
| **Part time Staff:** Saturday and Sunday 8.00am - 6.00pm  Staff work a 10-hour shift, 2 days per week (20 hours) |

**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.

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| **Fulltime Staff:** Monday to Friday 9.00am - 5.00pm  **Part Time** **:** Monday to Friday 15 hours per week  Although hours will be mostly worked between 9am and 5pm Monday to Friday, there will be evenings and weekend shifts and staff will be required to work outside normal office hours as necessary to undertake the duties of the post |

**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.

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| Fulltime Staff: Monday to Friday 7.00am - 3.00am  **Team 1**: Early shift: 7am – 4pm (8.5 hours) Late shift: 5pm – 2am (8.5 hours)  ***Team 1 covers these shifts week about and equals 42.5 hours per week.***  **Team 2**: Early shift: 8am – 5pm (8.5 hours) Late shift: 6pm – 3am (8.5 hours)  ***Team 2 covers these shifts week about and equals 42.5 hours per week.*** |
| Part time Staff: Saturday and Sunday 7.00am - 3.00am    There are 4 weekend teams who work the above four shifts. These teams are static and work the same shifts every weekend; equals 17 hours per week. |

**CRISIS ACCOMMODATION FOR WOMEN**

Our ten-bed crash facility for women (Annsgate) is open from 7.30pm – 8.30am, 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.

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| Each shift is 7.30pm - 8.30am (13 hours)  Three teams of 2 staff work across the week. Each team will work 2 nights per week (26-hour week) and 3 nights every third week (39-hour week). Shifts will be rotated but there is flexibility for those that want to work the same nights every week. |

**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.

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| Fulltime staff work 37.5 hours per week on a rotational shift pattern i.e., morning, evening, waking night and weekends. |