

## Housing Support Officer

<b>Job Title:</b>	<b>Housing Support Officer – My Home Service</b>
<b>Reports to:</b>	Service Manager
<b>Location:</b>	Galway City and County
<b>Contract Details:</b>	Permanent Contract: 39 Hours per week
<b>Salary Details:</b>	HSE Social Care Worker scale 2019 €32,480 – €47,025
<b>Job Purpose:</b>	<p>The overall aim of the service is to provide a package of support (housing related key working, case management and resettlement support) which will enable individuals with severe and enduring mental health difficulties in Galway City and County to live independently and become full participants in their communities.</p> <p>Action Plan for Housing and Homelessness cites that; ‘Accommodation alone will not address the underlying problems of vulnerable groups such as those experiencing mental ill health and that their complex needs must be addressed by offering supports of a holistic, medical and practical manner.’</p> <p>(Mental Health has a specific aim in the National Housing Strategy for People with Disabilities). A priority action of the National Housing Strategy for people with Disabilities is to transition clients from HSE low and medium and high supported hostels/homes to Approved Housing Body and Local Authority tenancies in their community.</p>
<b>Main duties &amp; Responsibilities:</b>	<p><b><u>Clinical Duties</u></b></p> <ul style="list-style-type: none"> <li>• To provide housing related support to an identified number of clients that live with severe and enduring mental illness to enable them to transition to accommodation of their choosing which is suitable to meet their needs</li> <li>• Work in partnership with clients and the Community Mental Health Team to identify clients individual support needs and to devise and implement suitable support plans coproduced with the client, to ensure their needs are met</li> <li>• To provide regular concise written updates to the Mental Health Services regarding the client’s progress</li> <li>• Complete needs assessment and devise support plans through the use of appropriate assessment and planning tools</li> <li>• Assessing the levels of contact and support which a client will require and adjusting them as part of ongoing review of support plans</li> <li>• Using a recovery oriented approach - promote personal responsibility and self-advocacy, supporting clients as appropriate to help maintain their mental health recovery</li> <li>• Maintain, and support, the inclusion of carers and families where agreed with the client</li> <li>• Support clients to claim all relevant benefits and take up all opportunities for health improvement, training, personal development and community involvement</li> <li>• Support clients with home management including payment of bills, rent, utilities etc.</li> </ul>

- Support clients to fulfil the requirements of their Tenancy Agreement, and minimise risks of neighbourhood nuisance or anti-social behaviour
- To ensure that contact is made and maintained with all relevant external agencies for the benefit of clients, attending and participating in case conferences and case management meetings
- To make contact with and establish links as appropriate with local services and relevant community groups who can assist with integration and to work closely where appropriate with housing providers.
- Work as part of a multiagency team to achieve the goals of this service. Fully participating in team meetings, following up on actions agreed, and reporting on progress as required
- This is not an exhaustive list and you may be required to undertake other duties as reasonably assigned by your line manager.

#### **Administration**

- To maintain all recording systems as directed
- To adhere to all policies and procedures relating to financial control in the service
- To ensure that all communication and administrative policies and procedures are followed
- To prepare reports as required

#### **Training**

- To attend and participate in training courses as required
- To identify areas of future training need

#### **Health and Safety**

- To act as appointed First Aid person as required
- To ensure a safe, healthy and secure environment for all employees, clients and visitors within services and all other Galway Simon Community properties
- To carry out all duties with reasonable care

#### **General**

- To represent Galway Simon Community at meetings, conferences, seminars and other events
- To project a positive image of the Simon Community at all times
- To maintain confidentiality on all matters
- To be aware of and adhere to all Simon Community Policies and Procedures currently in operation
- To attend house, staff and other meetings as appropriate
- Work within the framework of the overall objectives of Galway Simon Community and the My Home Service

This Job Description is intended to indicate the broad range of responsibilities and requirements of the position. It is neither exhaustive nor exclusive but while some variation can be expected in particular duties, as the position evolves, the outline is considered to provide a reasonable general description of the position.

<p><b>Person specification:</b></p>	<p><b><u>Essential</u></b></p> <p><b>Education</b></p> <ul style="list-style-type: none"> <li>▪ A Social Care degree or equivalent</li> </ul> <p><b>Experience, Attributes, Skills, Abilities and Knowledge</b></p> <ul style="list-style-type: none"> <li>▪ At least one years experience working in a similar role within a social care setting with people with mental health or other complex needs</li> <li>▪ Experience of working in both (or either of) the homeless/housing sector</li> <li>▪ Experience of case managing and community based work</li> <li>▪ Have an understanding of mental health and recovery</li> <li>▪ Basic understanding of how to provide advice and case-work services to vulnerable people</li> <li>▪ Ability to provide, manage and evaluate support plans &amp; to provide effective key working to clients</li> <li>▪ Ability to manage challenging behaviour, set clear boundaries, and remain calm and effective under pressure</li> <li>▪ Have excellent interpersonal and communication skills and the ability to work in a changing environment where sound judgement is required</li> <li>▪ Demonstrated ability to work as part of a multidisciplinary team</li> <li>▪ Be self-motivated, able to motivate, inspire and empower others</li> <li>▪ Knowledge of Health and Safety in the workplace</li> <li>▪ Have an understanding of the importance of confidentiality in relation to work</li> <li>▪ Computer literate with a sound knowledge of Word, Excel and Email</li> <li>▪ Share in and work to the values and ethos of Galway Simon Community and Mental Health Services</li> <li>▪ Good literacy and financial skills &amp; demonstrated ability in report writing</li> <li>▪ Ability to make efficient use of time and manage workload</li> <li>▪ Recognises the need to be flexible</li> <li>▪ Have a valid and full clean drivers licence &amp; access to own vehicle</li> </ul> <p><b><u>Desirable</u></b></p> <ul style="list-style-type: none"> <li>▪ Track record in promoting Independent Living</li> <li>▪ Knowledge of services and resources in the community</li> <li>▪ Experience of supporting individuals with a mental health diagnosis.</li> <li>▪ Ability to use a strengths-based approach in work with marginalized groups</li> </ul>
<p><b>To apply:</b></p>	<p>All applications should be submitted on the Galway Simon Community application form. Application form and detailed job description can be obtained from <a href="http://www.galwaysimon.ie">www.galwaysimon.ie</a></p> <p>Applications must be submitted to <a href="mailto:jobs@galwaysimon.ie">jobs@galwaysimon.ie</a> by <b>5pm on closing date 10<sup>th</sup> July 2022</b></p> <p>If you have any questions in relation to this position please contact the HR department via email <a href="mailto:jobs@galwaysimon.ie">jobs@galwaysimon.ie</a></p>
<p>All job offers will be subject to satisfactory pre-employment medical checks and Garda vetting.</p>	
<p>Galway Simon Community is an equal opportunities employer and welcomes applications from all sections of the community.</p>	