

### Housing Support Officer (HSO)

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| <b>Job Title:</b>                          | <b>Specialist Trauma Informed Women’s High Support Residential Service, Housing Support Officer (HSO)</b>   |
| <b>Reports to:</b>                         | Service Manager   |
| <b>Location</b>                            | Galway City   |
| <b>Contract Details:</b>                   | Specific Purpose Contract - 39 hours per week   |
| <b>Salary Details:</b>                     | HSE Social Care Worker 2019 salary scale €32,480-€47,025  |
| <b>Job Purpose:</b>                        | <p>The provision and co-ordination of safe support services to individuals accessing the Galway Simon Community Supported Housing Services.</p> <p>The successful candidate will work as part of a small team, coordinating the delivery of wrap around case management supports to people living in, and progressing from, the Women’s High Support Service; with the aim of providing, emotional safety, effective move-on options and housing stability to enable sustainable independent living, personal development and community integration.</p>  |
| <b>Main duties &amp; Responsibilities:</b> | <p><b><u>Social Integration &amp; Participation</u></b></p> <ul style="list-style-type: none"> <li>▪ To provide quality support to the person being supported, to live, work, socialise and actively participate safely and equally in society, through socially valued roles, in line with Galway Simon Community ethos and values.</li> <li>▪ Provide positive strengths-based support based on unique attributes, preferences and aspirations of the individual.</li> <li>▪ To assertively collaborate in development of a robust support plan, to include practical tasks of independent living, self-care, personal development, and meaningful community integration, and ensure that support plan outcomes are being achieved effectively.</li> </ul> <p><b><u>Housing Security &amp; Homeless Prevention.</u></b></p> <ul style="list-style-type: none"> <li>▪ To act as an advocate for and with the person being supported, and establish and maintain positive relationships with all relevant stakeholders, that is based on respect, equality and that promotes independence.</li> <li>▪ To provide innovative support to achieve effective outcomes for and with the person being supported to develop and maintain positive housekeeping and domestic routines, housing security and personal safety.</li> <li>▪ To use a systematic approach in developing and monitoring positive routines and habits around all aspects of budgeting, savings, and rent and utility payments.</li> </ul> <p><b><u>Administration</u></b></p> <ul style="list-style-type: none"> <li>▪ To maintain all recording systems in line with policies and procedures in a systematic, timely and organised manner.</li> </ul> |

- To ensure that all communication, reporting and administrative policies and procedures are followed.
- To work in line with best practice set out in the National Standards Framework for People in Homeless Services.
- To play an active role with responsibility, in the wider Women's service compliance procedures and processes, service development, and service administration.

### **Training**

- To attend and participate in training courses, and reading as required.
- To identify areas of future training need
- To provide training and mentoring to team members, volunteers and placement students as required.

### **Health and Safety**

- To act as appointed First Aid Responder when required and carry out all duties with reasonable care and attention.
- To take a calm, effective, trauma informed approach when working with people who are experiencing periods of crisis.
- To develop and maintain effective up-to-date individualised risk management plans and protocols, in collaboration with the person, and provide support to the staff team to implement related support plan actions and protocols.
- To ensure the health, safety and welfare of self, colleagues, and clients is a priority at all times.
- Ensure optimal infection control in the service environs at all times.
- To ensure that designated fire procedures are carried out.
- To adhere to all Lone Working policy and procedures.

### **General**

- Develop and maintain positive working relationships with all stakeholders and develop positive working networks within the wider community.
- Work in partnership and collaborate using solution focused approach with team members, colleagues and other professionals to achieve best possible outcomes for and with the person being supported.
- To oversee the maintenance and enhancement of a trauma informed environment in the Women's High Support Service and its environs.
- To be flexible in working hours in securing positive client outcomes which may involve evening and weekend work as required.
- To represent Galway Simon Community positively 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 relating to staff, volunteers, clients, ex-clients and general Simon Community Business.
- To be aware of and adhere to all Galway Simon Community current Policies and Procedures.

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|  | <ul style="list-style-type: none"> <li>▪ To attend and proactively engage in team, staff and other meetings as appropriate</li> <li>▪ To ensure that the people being supported have all appropriate supports in terms of their health and welfare, and to proactively seek universal supports as well as specialists’ multi-disciplinary supports as appropriate.</li> <li>▪ All other duties as may be from time to time requested by management and which are consistent with your job and responsibilities.</li> </ul> <p>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>   |
| <p><b>Person specification:</b></p>  | <p><b><u>Essential Requirements</u></b></p> <ul style="list-style-type: none"> <li>▪ A Social Care Degree or equivalent relevant qualification</li> <li>▪ A minimum of 2 years’ experience working in a similar role</li> <li>▪ Have a valid and full clean drivers’ licence</li> <li>▪ Have full access to own car for work purposes</li> <li>▪ Excellent administrative skills with proficient knowledge of Microsoft 365.</li> <li>▪ Be self-motivated, positive, patient, non-judgemental, resourceful and able to motivate and inspire others</li> <li>▪ Being flexible with working hours including evenings and weekends</li> </ul> <p><b><u>Highly Desirable</u></b></p> <ul style="list-style-type: none"> <li>▪ Experience of working with vulnerable people.</li> <li>▪ Experience of a Trauma Informed Approach.</li> <li>▪ Experience of using a harm reduction approach.</li> <li>▪ Knowledge of services, resources and networks in Galway City</li> <li>▪ Experience securing accommodation in the private rental market</li> <li>▪ Familiar with assertive engagement and using a solution focused approach.</li> </ul> |
| <p><b>To apply:</b></p>  | <p>All applications should be submitted on the Galway Simon Community application form.</p> <p>Application form and detailed job description can be obtained from <a href="http://www.galwaysimon.ie">www.galwaysimon.ie</a><br/> 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>Galway Simon Community is an equal opportunities employer and welcomes applications from all sections of the community.</p> |  |