

Housing Support Officer (HSO)

Job Title:	Housing Support Officer (HSO) Youth Service
Reports to:	Service Manager
Location	Galway City & Surrounds
Contract Details:	Permanent Contract, 37 hours per week
Salary Details:	HSE Social Care Worker 01/02/2022 salary scale €33,966 - €48,950
Job Purpose:	<p>Responsible for the provision and co-ordination of support services to young people (aged 18-25) who are homeless or are at risk of homelessness living in the community.</p> <p>The successful candidate will be coordinating in the delivery of homeless prevention interventions, including Resettlement and Tenancy Sustainment Supports. The Post Holder will play a key-role coordinating wrap around supports to young people living independently in the community, with the aim of providing security to enable sustainable independent living and personal development.</p>
Main duties & Responsibilities:	<p><u>Social Integration & Participation</u></p> <ul style="list-style-type: none"> ▪ To provide and facilitate effective and meaningful outcomes for the people accessing the service in line with Galway Simon Community ethos and values. ▪ To establish and maintain positive relationships with the person being supported and all relevant stakeholders, that is based on respect, equality and that promotes independence. ▪ To provide quality support to the person being supported, to live, work, socialise and participate safely and equally in society through socially valued roles. ▪ Provide positive strengths-based support based on unique attributes, preferences and aspirations of the individual. ▪ To accompany and act as advocate for and with the person in dealing with other relevant stakeholders. ▪ To assertively collaborate in development of a robust support plan and ensure that support plan outcomes are being achieved effectively with and for people accessing the service. ▪ To collaborate and support the development of active participation in the community and wider society for those accessing the service. ▪ To act as a core member of the Youth Service team and provide support across the entirety of Youth Services as and when required. <p><u>Housing Security & Homeless Prevention.</u></p> <ul style="list-style-type: none"> ▪ Assertively engage with young people to provide innovative support to help establish housing security for those we support.

- To achieve effective outcomes for and with the person being supported to develop and maintain positive housekeeping and domestic routines.
- To develop and maintain robust budgeting, savings, and housekeeping routines, with the aim of establishing housing security and personal safety.
- To explore and develop strategies with the person being supported for safe management of personal safety and of the person's front door e.g. in relation to others.

Administration

- To maintain all recording systems as directed (Pass+, Vi-clarity, TEAMS, etc) in a systematic, timely, and organised manner.
- To adhere to all policies and procedures relating to financial control in the service.
- 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.

Training

- To attend and participate in training courses and upskilling as required.
- To provide training and mentoring to team members, volunteering and placement students as required.

Health and Safety

- To act as appointed First Aid Responder as required.
- To take a calm, effective, trauma informed approach when working with people who are experiencing periods of crisis.
- To ensure a health, safety and welfare of self, colleagues, and clients is a priority at all times.
- To carry out all duties with reasonable care.
- 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 adhere to all organisational health and safety policies and procedures at all times.

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 be flexible in working hours in securing positive outcomes which may involve evening and weekend work as required.
- 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 relating to staff, volunteers, clients, ex-clients and general Simon Community Business.

	<ul style="list-style-type: none"> ▪ To be aware of and adhere to all Simon Community current Policies and Procedures. ▪ To attend and proactively engage in team, staff and other meetings as appropriate ▪ 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. ▪ All other duties as may be from time to time requested by management and which are consistent with your job and responsibilities. <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>
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Person specification:	<p><u>Essential Requirements</u></p> <ul style="list-style-type: none"> ▪ A Level 7 Social Care Degree or equivalent relevant qualification ▪ 2 years’ experience working in a similar role ▪ Have a valid and full clean manual drivers licence & access to own car for work ▪ Be self-motivated, and able to motivate and inspire others ▪ Be computer literate with a sound knowledge of Microsoft Office 365 ▪ Be patient, non-judgemental and resourceful ▪ To be flexible in working hours in securing positive client outcomes which may involve evening and weekend work as required. <p><u>Highly Desirable</u></p> <ul style="list-style-type: none"> ▪ Experience of working with vulnerable young people between 18 & 25 years old ▪ Experience of using a harm reduction approach & a trauma informed approach ▪ Knowledge of services, resources and networks in Galway City & County ▪ Experience securing accommodation in the private rental market ▪ Familiar with assertive engagement and using a solution focused, goal oriented approach
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To apply:	<p>All applications should be submitted on the Galway Simon Community application form. Application form and detailed job description can be obtained from www.galwaysimon.ie</p> <p>Applications must be submitted to jobs@galwaysimon.ie, or by post to HR Dept, Galway Simon Community, 11 Sean Mulvoy Centre, Sean Mulvoy Road, Galway H91EAY0 by 5pm 13th August 2023.</p> <p>If you have any questions in relation to this position please contact the HR department via email jobs@galwaysimon.ie</p>
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Galway Simon Community is an equal opportunities employer and welcomes applications from all sections of the community.