

## Housing Support Officer

<b>Job Title:</b>	<b>Housing Support Officer (Community Based Housing)</b>
<b>Reports to:</b>	Service Manager, County Services
<b>Location:</b>	County Galway
<b>Contract Details:</b>	Permanent, 37 hours per week over 7 days
<b>Salary Details:</b>	HSE Social Care Worker scale 01/02/2022 €33,966 – €48,950
<b>Job Purpose:</b>	<ul style="list-style-type: none"> <li>▪ The provision and coordination of supports to individuals accommodated by Galway Simon Community in transitional housing in Galway County.</li> </ul>
<b>Main duties &amp; Responsibilities:</b>	<ul style="list-style-type: none"> <li>▪ To act as a key worker, conducting assessments, and developing and reviewing support plans in line with their goals, to clients who are in transitional accommodation as part of the Cold Weather Response</li> <li>▪ To develop comprehensive support plans with clients of the service</li> <li>▪ Refer and signpost people to appropriate mainstream services where required.</li> <li>▪ To ensure health and social care needs of clients are addressed</li> <li>▪ To ensure that contact is made and maintained with all relevant external agencies for the benefit of clients, ensuring representation at case conferences and case management meetings where appropriate</li> </ul> <p><b><u>Administration &amp; Confidentiality</u></b></p> <ul style="list-style-type: none"> <li>▪ To maintain all record keeping and communications in a systematic, timely and organised manner, in line with organisational policies and procedures.</li> <li>▪ To work in line with best practice set out in the National Standards Framework for People in Homeless Services &amp; all organisational policies and procedures.</li> <li>▪ To maintain confidentiality on all matters relating to staff, volunteers, clients, ex-clients and general Simon Community Business.</li> <li>▪ Ensure that a culturally sensitive approach to service delivery is maintained.</li> </ul> <p><b><u>Health and Safety</u></b></p> <ul style="list-style-type: none"> <li>▪ To act as appointed First Aid Responder when required and carry out all duties with reasonable care and attention.</li> <li>▪ To take a calm, effective, trauma informed approach at all times.</li> <li>▪ 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.</li> <li>▪ To adhere to all organisational health and safety policies and procedures at all times.</li> </ul> <p><b><u>Collaborative &amp; Interagency Working</u></b></p> <ul style="list-style-type: none"> <li>▪ Develop and maintain positive working relationships with all stakeholders and develop positive working networks internally and externally.</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Work in partnership and collaborate using a solution focused approach with team members, colleagues and other professionals to achieve best possible outcomes for and with the person being supported.</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</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>▪ 2 years' experience working in a similar role within a social care setting</li> <li>▪ In depth understanding in the area of homelessness</li> <li>▪ Have an understanding of the physical and mental health and substance misuse needs affecting our residents</li> <li>▪ Knowledge of the specialist services which can address these needs</li> <li>▪ Possess strong advocacy skills in support of residents accessing services relevant to their need</li> <li>▪ Ability to work as part of a team – Works co-operatively and supportively with others. Values and makes use of the skills, knowledge and experience of 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>▪ Have a valid and full clean manual driving licence and access to own car.</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>, or by post to HR Dept, Galway Simon Community, 11 Sean Mulvoy Centre, Sean Mulvoy Road, Galway H91EAY0 <b>by 5pm 15<sup>th</sup> October 2023.</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>	