

### Housing Support Assistant Job Description

<b>Job Title:</b>	<b>Housing Support Assistant (HSA)</b>
<b>Reports to:</b>	Emergency Service, Service Manager
<b>Location:</b>	Galway City
<b>Contract details:</b>	Permanent Contract, 31.5 hours per week on average. Hours worked on a four-week rolling roster providing 24-hour cover to the service and are required to work 'sleep-overs' in accordance with the roster.
<b>Salary Details:</b>	HSE Health Care Assistant 01/02/2022 salary scale €29,710 - €38,290 (pro rata)
<b>Job Purpose:</b>	<p>To work as part of a staff team in one of Galway Simon Community's Services. Housing Support Assistants work alongside our Housing Support Officers, delivering practical supports to clients as part of their overall support plan.</p> <p>The successful candidate will act as a key member of the team, ensuring the day-to-day safe running of the service and in helping clients maximise their housing security or, supporting and preparing them for move on and independent living as appropriate. This involved delivering practical and emotional supports, the purpose of which will be to assist people in areas such as health and well-being, self-care, personal administration, and home management as necessary.</p>
<b>Main duties &amp; Responsibilities:</b>	<p><b><u>Clients</u></b></p> <p>The primary responsibilities of a Housing Support Assistant will be to assist the Housing Support Officers to follow through on actions with clients identified through key working and support planning, and, to support the day-to-day running of the service.</p> <ul style="list-style-type: none"> <li>▪ Demonstrate a capacity to work with clients who may be distressed, frustrated and or in crisis, in a calm, kind, effective, trauma informed manner.</li> <li>▪ To help create a secure environment that supports and encourages clients to make positive changes with the aim of maximising their well-being and personal dignity.</li> <li>▪ Develop a positive, constructive working relationship with clients and colleagues alike.</li> <li>▪ Assist clients as necessary with practical tasks of independent living such as bill payment, home management, budgeting, self-care, follow through on health and well-being and community engagement.</li> <li>▪ Assist with the coordination of all meaningful activity and social programmes with the aim of building long-term positive connections in the community.</li> <li>▪ Assist clients with personal hygiene and all aspects of care where required.</li> <li>▪ Comply with the administrative requirements of the service including maintenance of all records, logging all interventions and utilising all recording systems in use by the service effectively.</li> </ul>

- To undertake any other such duties commensurate with the role that may be assigned by the line manager

#### **Housing Management**

- To assist in the efficient and calm day-to-day running of the service for all.
- To assist the housing support officer with client move-on plans.
- To instruct clients in the safe, efficient and cost effective use of electrical and other equipment.
- To ensure that essential domestic duties e.g. cooking, cleaning, laundry, maintenance are carried out.
- To ensure the residential property meets all health and safety and hygiene standards at all times.
- To maintain good relationships with neighbours and relevant community groups.

#### **Health and Safety**

- Act as appointed First Aid person as required.
- Be proactive in ensuring optimal infection control in the service environs.
- Carry out all duties with due care and attention.
- Ensure that designated fire procedures are carried out.
- To be vigilant in relation to health and safety and welfare risks in the workplace and bring concerns to the attention of the line manager or health and safety representative, without delay.
- Ensure the Health, Safety, and Welfare of clients are prioritised at all times within services.
- Participate in routine maintenance, cleaning, and health and safety inspections, in line with operational procedures and standards.

#### **Service Delivery**

- Work in an organised and efficient manner in order to effectively meet the needs of a diverse case-load.
- Be part of a team that has a clear commitment to the delivery of a high quality service, and accords with recognised best practice.
- Act in a professional manner in all circumstances when engaging with clients as well as other support agencies.
- Work in a culturally appropriate way with people from a range of ethnic and cultural backgrounds.
- Demonstrate a commitment to regular updating practices and upskilling.
- Have a willingness to adopt and adjust as required to ensure that a secure and safe environment is created that will facilitate client change and progression.

#### **Administration**

- Systematically log and record all interventions with and on behalf of clients, utilising the tools identified by GSC such as PASS, & Vi-Clarity etc.
- Work in accordance with Health and Safety guidelines and best practice
- Work within the Guidelines of Children First, and follow necessary policy and procedures where concerns around children's safety and welfare are encountered.
- Take in and record Rents and other Client monies as per GSC policy and service protocols

	<p><b>Training</b></p> <ul style="list-style-type: none"> <li>▪ Attend and participate in training courses as required and identify areas of future training need.</li> </ul> <p><b>General</b></p> <ul style="list-style-type: none"> <li>▪ Maintain confidentiality on all matters relating to staff, volunteers, clients and general Simon Community Business.</li> <li>▪ Be aware of and adhere to all Galway Simon Community current Policies and Procedures.</li> <li>▪ Proactively attend and participate in all organisation meeting and events.</li> </ul> <p>The above Job Description is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the position which may be assigned to them by management from time to time and to contribute to the development of the position while in office.</p>
<p><b>Person specification:</b></p>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>▪ Candidates must have a relevant qualification to a minimum of FETAC level 5 e.g. Care Assistant/Care of the elderly etc.</li> <li>▪ 1 year experience working in a similar role within a social care setting</li> <li>▪ Experience of factual concise record keeping and report writing</li> <li>▪ Subscribe fully to Galway Simon Community values and mission</li> <li>▪ Full clean driving licence</li> </ul> <p><b>Desirable</b></p> <p>Candidates with one or more of the following will have a distinct advantage</p> <ul style="list-style-type: none"> <li>▪ Health and safety training</li> <li>▪ Previous experience of Harm Reduction Approach</li> <li>▪ Experience of working with vulnerable and disadvantaged people</li> <li>▪ Experience of Trauma Informed Approach</li> <li>▪ Access to own vehicle for work-related purposes and be able to obtain insurance to indemnify Galway Simon and carry passengers in relation to work-related duties.</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 26<sup>th</sup> November 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>	