

## Housing Support Assistant

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| <b>Job Title:</b>                          | <b>Housing Support Assistant (HSA) – Community Based Housing</b>   |
| <b>Reports to:</b>                         | Service Manager  |
| <b>Location:</b>                           | Galway County  |
| <b>Contract Details:</b>                   | Permanent Contract, 37 hours per week, over 7 days   |
| <b>Salary:</b>                             | HSE Health Care Assistant salary scale 01/02/2022, €29,710 - €38,290   |
| <b>Job Purpose:</b>                        | <p>Housing Support Assistants work across our housing service, and community support services working alongside our Housing Support Officers, delivering practical and emotional supports to clients as part of their overall support plan. 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, building connections in the community, supporting and preparing them for move-on and independent living, as appropriate.</p> <p>This involves delivering practical 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, using a trauma informed approach.</p>  |
| <b>Main duties &amp; Responsibilities:</b> | <p><b><u>Clients</u></b></p> <p>The primary responsibility 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.</p> <ul style="list-style-type: none"> <li>▪ Demonstrate a capacity to work with clients who may be distressed, frustrated and in crisis in a calm, effective, trauma informed manner.</li> <li>▪ Successfully engage clients with tasks that are aimed at maximising their well-being and personal dignity.</li> <li>▪ Assertively engage with clients to support their move on to independent living.</li> <li>▪ Engage in clear communication with clients, in a positive and constructive working relationship.</li> <li>▪ Assist clients as necessary with practical tasks such as bill payment, home management, self-care, follow through on health and well-being.</li> <li>▪ Assist colleagues with client involvement initiatives within the service and in the wider community.</li> <li>▪ Assist colleagues to implement learning and development initiatives within the services.</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 Pass System.</li> </ul> |

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

#### **Health and Safety**

- Act as appointed First Aid person as required.
- Carry out all duties with reasonable care.
- Be proactive in ensuring optimal infection control in the service environs.
- 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.
- Ensure the Health, Safety and Welfare of clients is 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 caseload.
- 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
- Have a willingness to adopt and adjust as needed to maintain effective working relationships with clients that are focused on ensuring their support needs are most effectively met.

#### **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 procedures where concerns around children's safety and welfare are encountered.

#### **Training**

- Attend and participate in training courses as required.
- Identify areas of future training need.

#### **General**

- Maintain confidentiality on all matters relating to staff, volunteers, clients and general Simon Community Business.

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|  | <ul style="list-style-type: none"> <li>▪ Be aware of and adhere to all Simon Community Policies and Procedures currently in operation.</li> <li>▪ Attend staff and other meetings as appropriate.</li> <li>▪ Provide up to date information and support to other Services within Galway Simon Community as necessary.</li> <li>▪ Provide HSA support in the Youth Services and/or other services as required.</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>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 record keeping and report writing</li> <li>▪ Subscribe fully to Galway Simon Community values and mission</li> <li>▪ Have a valid and full clean driver’s licence; 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>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 Lone Working</li> <li>▪ Experience of working with vulnerable people</li> <li>▪ Experience of using a Trauma Informed Approach</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 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> |  |