

## Housing Support Officer (HSO)

<b>Job Title:</b>	<b>Housing Support Officer (HSO)</b>
<b>Reports to:</b>	Service Manager, Community Based Housing
<b>Location</b>	Galway City
<b>Contract Details:</b>	Permanent, full-time 37 hours per week
<b>Salary Details:</b>	HSE Social Care Worker 01/02/2022 salary scale €33,966 - €48,950
<b>Job Purpose:</b>	<ul style="list-style-type: none"> <li>▪ To act as a key member of staff responsible for the day to day operation of Community Based Housing Service.</li> <li>▪ To help ensure Galway Simon Community provides high quality, effective housing support services.</li> <li>▪ To work with a range of service providers in areas such as health, welfare, justice, addiction services to ensure that clients have access to all appropriate supports.</li> <li>▪ To work with providers of training, educational occupational services, to enable clients improve opportunities for social integration and well-being.</li> <li>▪ To assist clients living within community-based housing to find appropriate pathways out of homelessness.</li> <li>▪ To provide Tenancy Sustainment Supports to clients when they move into independent living</li> </ul>
<b>Main duties &amp; Responsibilities:</b>	<ul style="list-style-type: none"> <li>▪ To manage a caseload of clients with complex support needs, who are living within Community Based Housing or who have moved on to independent accommodation.</li> <li>▪ To engage in holistic key working and support planning.</li> <li>▪ To ensure that the care and support needs of clients are comprehensively met.</li> <li>▪ To maintain confidential records of work and interventions in accordance with best practice</li> <li>▪ To provide effective support to clients of services and support them to transition effectively out of homeless services</li> <li>▪ To work effectively from principles of harm reduction</li> <li>▪ To liaise with Housing Officer as appropriate to manage issues arising with clients living within Galway Simon Community, to ensure services are safe for all who access them.</li> </ul> <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 based on their preferences and aspirations, to live, work, socialise and actively participate safely and equally in society, through socially valued roles, in line with Galway Simon Community's ethos and values.</li> </ul>

	<p><b><u>Housing Security</u></b></p> <ul style="list-style-type: none"> <li>▪ To achieve effective outcomes for and with the person being supported to develop and maintain positive housekeeping and domestic routines.</li> <li>▪ To develop and maintain a robust support plan centred around budgeting, savings, housekeeping routines, securing housing entitlements, self-care, personal development, and meaningful social integration, ensuring that support plan outcomes are being achieved in a timely and effective manner.</li> <li>▪ 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.</li> <li>▪ To establish housing stability, securing alternative accommodation options from all accommodation sources, and primarily via the private rental market.</li> <li>▪ To act as an advocate for and with the person being supported through establishing and maintaining positive relationships with all relevant stakeholders, that is based on respect, equality and that promotes independence.</li> </ul> <p><b><u>Administration</u></b></p> <ul style="list-style-type: none"> <li>▪ To adhere to all policies and procedures relating to financial control in the service.</li> <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> </ul> <p><b><u>Training</u></b></p> <ul style="list-style-type: none"> <li>▪ To attend and participate in training courses and upskilling as required.</li> <li>▪ To provide training and mentoring to team members, volunteering and placement students as required.</li> </ul> <p><b><u>Health and Safety</u></b></p> <ul style="list-style-type: none"> <li>▪ To ensure the overall health and safety in all Community Based Housing projects and effectively manage health and safety issues that may arise.</li> <li>▪ To act as appointed First Aid Responder as required.</li> <li>▪ To take a calm, effective, trauma informed approach when working with people who are experiencing periods of crisis.</li> <li>▪ To ensure a health, safety and welfare of self, colleagues, and</li> </ul>
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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.
- 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.

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.

**Person specification:**

**Essential**

**Education**

- Degree in social care or a related discipline and have already or commit to registering with CORU as a Social Care Worker before end of the grand parenting registration period.

**Experience, Attributes, Skills, Abilities and Knowledge**

- 2 years experience working in a similar role within a social care setting
- In depth understanding in the area of homelessness
- Experience of working with and supporting homeless and/or vulnerable people.
- Have an understanding of the physical and mental health and substance misuse needs affecting our clients
- Knowledge of the specialist services which can address these needs.
- Possess strong advocacy skills in support of clients accessing services relevant to their need.
- The desire to support homeless and vulnerable people to develop their own resources and make positive changes in their lives.
- Ability to provide, manage and evaluate care plans.
- Ability to provide effective key working to clients.
- Ability to manage challenging behaviour, set clear boundaries, and remain calm and effective under pressure.
- Have excellent interpersonal and communication skills and the ability to work in a changing environment where sound judgement is required.
- Demonstrated ability to work as part of a team.
- Be self-motivated, able to motivate, inspire and empower others.
- To have a consistency of practice in line with Putting People First guidelines.
- Knowledge of Health and Safety in the workplace.
- Have an understanding of the importance of confidentiality in relation to work.
- Have excellent IT skills including use of Word, Excel and Email.
- A commitment to work to the values and ethos of Galway Simon Community.
- Ability to make efficient use of time and manage workload.
- Recognises the need to be flexible.
- Demonstrated ability in report writing.
- 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.
<b>To apply</b>	<p>All applicants should submit a CV and Cover letter to <a href="mailto:jobs@galwaysimon.ie">jobs@galwaysimon.ie</a>, by <b>5pm on closing date 24<sup>th</sup> March 2024</b>.</p> <p>A detailed job description can be obtained from <a href="http://www.galwaysimon.ie">www.galwaysimon.ie</a></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>
Galway Simon Community is an equal opportunities employer and welcomes applications from all sections of the community.	