

## Housing Support Officer (HSO)

<b>Job Title:</b>	<b>Housing Support Officer, Community Support Services</b>
<b>Reports to:</b>	Service Manager
<b>Location</b>	Galway City & Surrounds
<b>Contract Details:</b>	Part Time, Specific Purpose Contract 30 hours per week on average.
<b>Salary Details:</b>	HSE Social Care Worker 2021 salary scale €33,630 – €48,465 (pro rata)
<b>Job Purpose:</b>	<p>The provision and co-ordination of safe support services to individuals accessing the Galway Simon Community, homeless prevention, tenancy sustainment and social integration community support services.</p> <p>The successful candidate will work both independently and as part of a team, coordinating the delivery of wrap around case management supports to people at risk of homelessness and social isolation; with the aim of providing, emotional safety, and housing stability to enable sustainable independent living, personal development, the development of socially valued roles and meaningful community integration.</p>
<b>Main duties &amp; Responsibilities:</b>	<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 &amp; Homeless Prevention.</u></b></p> <ul style="list-style-type: none"> <li>▪ To coordinate the development of a robust support plan, focused on preventing homelessness, to include practical tasks of securing housing entitlements, independent living skills, 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 act as an advocate for and with the person being supported, and establish and maintain positive relationships with all relevant stakeholders, that is based on respect, equality and that promotes independence.</li> <li>▪ To develop and maintain robust budgeting, savings, and housekeeping routines, with the aim of establishing housing security and personal safety.</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> </ul>

	<ul style="list-style-type: none"> <li>▪ To maintain confidentiality on all matters relating to staff, volunteers, clients, ex-clients and general Galway Simon Community Business.</li> </ul> <p><b><u>Training</u></b></p> <ul style="list-style-type: none"> <li>▪ To proactively attend and participate in all training and up skilling as required.</li> <li>▪ To provide training and mentoring to team members, volunteers and placement students as required.</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, proactive, 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> <li>▪ Work in partnership and collaborate using an assertive engagement, solution focused approach with team members, colleagues and other professionals to achieve best sustainable possible outcomes for and with the person being supported.</li> </ul> <p>All other duties as may be from time to time requested by management and which are consistent with your job and responsibilities.</p> <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> <ul style="list-style-type: none"> <li>▪ A Level 7 Social Care Degree or equivalent relevant qualification</li> <li>▪ A minimum of 2 years’ experience working in a similar role</li> <li>▪ Have a valid and full clean manual drivers’ licence</li> <li>▪ Have full access to your own car for work purposes</li> <li>▪ To be flexible in working hours in securing positive client outcomes which may involve evening and weekend work as required.</li> </ul> <p><b><u>Highly Desirable</u></b></p> <ul style="list-style-type: none"> <li>▪ Knowledge and proficient experience using Microsoft Office 365.</li> <li>▪ Experience securing accommodation in the private rental market</li> <li>▪ Experience of life coaching using a trauma informed harm reduction approach.</li> <li>▪ Experience of using an assertive engagement and a solution focused approach.</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Experience in supporting the creation of socially valued roles.</li> <li>▪ Knowledge of services, resources and networks in Galway City</li> <li>▪ Knowledge and proficient experience using Microsoft Office 365.</li> <li>▪ Be self-motivated, positive, patient, non-judgemental, resourceful and able to motivate and inspire others.</li> </ul>
<b>To apply:</b>	<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 Sunday 19<sup>th</sup> February 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>	