

## Housing Support Officer

<b>Job Title:</b>	<b>Housing Support Officer – Housing First</b>
<b>Reports to:</b>	Service Manager
<b>Location:</b>	Galway City
<b>Contract Details:</b>	1 Year Fixed-term contract: 37 Hours per week
<b>Salary Details:</b>	HSE Social Care Worker scale 2021 €33,630 – €48,465
<b>Job Purpose:</b>	<p>The Housing First Service in Galway commenced in 2019 in partnership with Galway City Council and HSE Community Mental Health Team for Homeless People. The Tenancy Sustainment part of the Housing First Service is being jointly provided by Galway Simon and COPE Galway.</p> <p>The overall aim of the service is to work as a part of a joint Intensive Case Management Service to deliver a ‘Housing First’ approach to individuals who are long-term homeless experiencing significant, severe and complex mental illness in the Galway City Area.</p>
<b>Main duties &amp; Responsibilities:</b>	<ul style="list-style-type: none"> <li>• Work to the principles of, and fidelity to Housing First and the service model and standards of best practice.</li> <li>• Work within the framework of the overall objectives of the Housing First Service.</li> <li>• Work within the overall policies and procedures of the Housing First Service and the HSE Mental Health Services.</li> <li>• Meet with and assess the housing needs of individuals who are referred through the Housing First Intake Team.</li> <li>• Develop support plans in collaboration with the client and the multidisciplinary team, using a person-centred approach, encouraging autonomy and independence.</li> <li>• Provide a safe, welcoming environment for clients that are out of home/or at risk, including the provision of basic physical care and support within the service, respecting client choice and self-determination.</li> <li>• Establish trusting relationships especially with clients of the project who are living on the streets or in temporary accommodation and who are unattached or out-of-home and engage them in work that enables them to move to a more stable lifestyle.</li> <li>• Undertake assessments and support planning with clients using an intensive Case Management approach and protocols and other tools as appropriate (e.g. Outcome Star) to assist the person to successfully progress toward independent living as appropriate.</li> <li>• Develop methods, structures and relationships to support the client/tenant with their individual housing, welfare rights and entitlements and to access move on accommodation.</li> <li>• Visit individuals in their homes on a regular basis.</li> <li>• Work a seven-day rota, when necessary, with the team which may include unsociable hours.</li> <li>• Build up and maintain a portfolio of accommodation providers in social housing, homeless sector and private rented accommodation.</li> <li>• Accompany and provide support to clients on appointments to other services i.e. doctors, counsellors, court etc.</li> </ul>

- Assist the clients/tenants integrate their lives within their local community, providing support in accessing clinical, medical, social and other support services.
- Manage an allocated caseload of clients/tenants and adhere to case management processes and protocols.
- Ensure that tenants know their rights and responsibilities.
- Work closely with the tenant as well as with team members, specialist staff, supervisor, landlord and other support agencies as appropriate to identify issues which may threaten the person's housing stability and coordinate a plan to address those issues.
- Support the person through difficulties and advocate for his/her needs while working proactively to maintain positive links between the service and property owners/landlord, neighbours, and other voluntary and statutory services.
- In the event that a tenant loses their housing, continue to work with the person according to his/her support plan, and work toward re-housing at the earliest opportunity. When appropriate, review the circumstances leading to housing loss with the person and agree a plan to prevent tenancy breakdown in the future.
- Be responsible for recording of all interventions with and on behalf of clients, accurately and in a timely manner. To maintain professional records and case notes to a high standard.
- Regularly review and update risk management plans and protocols.
- Contribute to the collation of statistics, service evaluation, reporting and monitoring of the service.
- Attend Team, Section, Divisional, Agency and external meetings, including handovers, and training as required.
- Supervise students or volunteers as requested by the Services Manager.
- Implement existing policies and procedures and to input into the development of new ones.
- Participate in relevant training and development courses as agreed with the Services Manager and Line Manager.
- Undertake such other Housing First duties as might be reasonably assigned from time to time in consultation with the Services Manager and Line Manager.
- Vigilant to any Health, Safety and Welfare risks in the workplace and bring any concerns to the attention of your Line manager and Health & Safety Representative.

#### **Administration**

- Maintain all recording systems as directed
- Adhere to all policies and procedures relating to financial control in the service
- Ensure that all communication and administrative policies and procedures are followed
- Prepare reports as required

#### **Training**

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

#### **Health and Safety**

- Act as appointed First Aid person as required
- Ensure a safe, healthy and secure environment for all employees, clients and visitors within services and all other Galway Simon Community properties
- Carry out all duties with reasonable care

	<p><b><u>General</u></b></p> <ul style="list-style-type: none"> <li>• Represent Galway Simon Community at meetings, conferences, seminars and other events</li> <li>• Project a positive image of the Simon Community at all times</li> <li>• Maintain confidentiality on all matters</li> <li>• Be aware of and adhere to all Simon Community Policies and Procedures currently in operation</li> <li>• Attend house, staff and other meetings as appropriate</li> <li>• Work within the framework of the overall objectives of Galway Simon Community and the My Home Service</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> <ul style="list-style-type: none"> <li>▪ A Social Care degree or equivalent</li> <li>▪ Minimum 2 years' experience working with marginalised groups</li> <li>▪ Have a valid full clean drivers licence &amp; access to own vehicle</li> </ul> <p><b><u>Desirable</u></b></p> <ul style="list-style-type: none"> <li>▪ Previous experience in resettlement and tenancy sustainment related work</li> <li>▪ Previous experience of case managing; community-based work and delivery of clear outcomes with clients.</li> <li>▪ Experience of supporting clients with complex care needs; e.g. moderate to severe mental health diagnosis and addiction(s).</li> <li>▪ Experience of working in both (or either of) the homeless/housing sector</li> <li>▪ Experience of working and liaising with other agencies.</li> <li>▪ Knowledge of services and resources in the community.</li> <li>▪ Demonstrated ability to work as part of a multidisciplinary team.</li> <li>▪ Have excellent interpersonal and communication skills and the ability to work in a changing environment where sound judgement is required.</li> <li>▪ Be self-motivated, able to motivate, inspire and empower 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>▪ Computer literate with a sound knowledge of Word, Excel and Email.</li> <li>▪ Good literacy and financial skills &amp; demonstrated ability in report writing.</li> <li>▪ Ability to use a strengths-based approach in work with marginalised groups.</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 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>	