

Housing Support Officer

Job Title:	Housing Support Officer (Abbey House)
Reports to:	Service Manager
Location:	Abbey House Emergency Accommodation
Contract Details:	1 Year Fixed Term Contract, 32 hours per week
Salary:	HSE Social Care Worker 01/02/2022 salary scale €33,966 - €48,950
Job Purpose:	<p>To act as a key member of staff, responsible for providing key working and case management support to clients, to move them to their own home and toward independent living.</p> <p>To support and supervise volunteers, CE staff and others in the operation of the service.</p> <p>To help ensure Galway Simon Community provides high quality, effective housing support services.</p>
Main duties & Responsibilities:	<p><u>Clients</u></p> <ul style="list-style-type: none"> ▪ Act as a key worker to residents, conducting assessments, and developing and reviewing their support plans in order to support them to move to their own home ▪ Co-ordinate the work of other staff to effectively implement client support plan goals ▪ Support residents to claim all relevant benefits and take up all opportunities for health improvement, training and personal development ▪ Accompany and act as an advocate for residents in dealing with other agencies ▪ Ensure that contact is made and maintained with all relevant external agencies for the benefit of residents, attending and participating in case conferences and case management meetings ▪ Work with and support residents in the service on a day to day basis ▪ Arrange and provide an induction for all incoming clients ▪ Involve residents in the day-to-day running of the service ▪ Provide the agreed follow up support to clients <p><u>Move-on/ Follow up Responsibilities</u></p> <ul style="list-style-type: none"> ▪ Identify move-on options for clients and work to secure these and support them to move in ▪ To work with other GSC teams to ensure clients have sufficient support when moving-on <p><u>Housing Management</u></p> <ul style="list-style-type: none"> ▪ Assist in the running of the service in an effective and efficient way ▪ Ensure residents are familiar with and are complying with their occupancy agreement ▪ Collect, record and account for accommodation charges and control arrears ▪ Anticipate move-on and ensure voids are kept to a minimum

	<ul style="list-style-type: none"> ▪ Instruct residents in the safe, efficient and cost-effective use of electrical and other equipment ▪ Ensure essential domestic duties e.g. cooking, cleaning, laundry, maintenance are carried out ▪ Maintain good relationships with neighbours and relevant community groups ▪ Ensure the properties and gardens are properly maintained and in a good decorative state internally and externally <p><u>Administration</u></p> <ul style="list-style-type: none"> ▪ Maintain all recording systems as directed ▪ Adhere to all policies and procedures relating to financial control in the projects ▪ Ensure that all communication and administrative policies and procedures are followed ▪ Prepare reports as required <p><u>Training</u></p> <ul style="list-style-type: none"> ▪ Attend and participate in training courses as required ▪ Identify areas of future training need <p><u>Health and Safety</u></p> <ul style="list-style-type: none"> ▪ To act as appointed First Aid person as required ▪ To ensure a safe, healthy and secure environment for all employees, residents and visitors within projects and all other Galway Simon Community property ▪ To carry out all duties with reasonable care ▪ To ensure that designated fire procedure are carried out ▪ To assist clients in the correct administration of prescribed medication <p><u>General</u></p> <ul style="list-style-type: none"> ▪ To work on a roster which will include sleepover and weekend shifts 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, residents, ex-residents and general Simon Community Business ▪ To be aware of and adhere to all Simon Community Policies and Procedures currently in operation ▪ To attend house, staff and other meetings as appropriate ▪ To provide training and support to volunteers ▪ To take on a Champion Role in a specific area as allocated by the Service Manager (i.e. Health and Safety, Systems, Client Involvement etc.) ▪ All other duties as may be from time to time requested by management and which are consistent with your job and responsibilities <p><u>Support to Residents</u></p> <ul style="list-style-type: none"> ▪ To inform clients of organisational policies and developments ▪ To ensure that clients are encouraged and facilitated to attend all consultative and participatory fora ▪ To keep up to date personal records of all clients ▪ To encourage clients to participate in local community groups and initiatives ▪ To ensure that a culturally sensitive approach to care is maintained ▪ To liaise with family and relevant agencies when appropriate
Person specification:	<u>Essential</u>

	<p>Education</p> <ul style="list-style-type: none"> ▪ A Social Care degree or equivalent <p>Experience, Attributes, Skills, Abilities and Knowledge</p> <ul style="list-style-type: none"> ▪ 1-year experience working in a similar role within a social care setting ▪ In depth understanding in the area of homelessness and housing in Galway City and County ▪ Have an understanding of the physical, mental health and substance misuse needs affecting our clients & a knowledge of the specialist services which can address these needs ▪ Possess strong advocacy and negotiation skills ▪ Ability to provide effective key working and case management to clients, and the ability to develop, oversee and evaluate support plans ▪ 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 ▪ Knowledge of Health and Safety in the workplace ▪ Have an understanding of the importance of confidentiality in relation to work ▪ Be Computer literate with a sound knowledge of Word, Excel and Email. ▪ Good literacy and financial skills ▪ Ability to make efficient use of time and manage workload ▪ Recognises the need to be flexible ▪ Demonstrated ability in report writing ▪ Be prepared to work a shift pattern including nights and weekends ▪ Have a valid and full clean drivers' licence <p><u>Desirable</u></p> <ul style="list-style-type: none"> ▪ Possess good supervision skills ▪ Knowledge of services and resources in the community
To apply:	<p>All applications should be submitted on the Galway Simon Community application form. Application form and detailed job description can be obtained from www.galwaysimon.ie</p> <p>Applications must be submitted to jobs@galwaysimon.ie by 5pm on closing date 28th May 2023.</p> <p>If you have any questions in relation to this position please contact the HR department via email jobs@galwaysimon.ie</p>
<p>Galway Simon Community is an equal opportunities employer and welcomes applications from all sections of the community.</p>	