

## Housing Support Officer (HSO)

<b>Job Title:</b>	<b>Housing Support Officer, Community Support Outreach</b>
<b>Reports to:</b>	Service Manager
<b>Location</b>	Galway City & Surrounds
<b>Contract Details:</b>	Permanent position, subject to 6-month probation period, 39 hours per week
<b>Salary Details:</b>	HSE Social Care Worker 2019 salary scale €32,480-€47,025
<b>Job Purpose:</b>	<p>The provision and coordination of tenancy sustainment and prevention support services to individuals living in the community, at risk of homelessness and accessing Galway Simon Community Supported Housing Services.</p> <p>The successful candidate will work both independently and as part of a team, coordinating the delivery of wrap around case management, developing stability in move-on and housing to enable sustainable independent living, personal development and meaningful community and social 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 ethos and values.</li> </ul> <p><b><u>Housing Security &amp; Homeless Prevention.</u></b></p> <ul style="list-style-type: none"> <li>▪ To collaborate in development of a robust support plan, to include practical tasks of independent living, self-care, personal development, and meaningful social integration, and 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> <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 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, 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 a solution focused approach with team members, colleagues and other professionals to achieve best possible outcomes for and with the person being supported.</li> <li>▪ All other duties as may be from time to time requested by management and which are consistent with your job and responsibilities.</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 Requirements</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>▪ Be self-motivated, positive, patient, non-judgemental, resourceful and able to motivate and inspire others</li> <li>▪ Use an assertive engagement and solution focused approach.</li> <li>▪ To be flexible in working hours in securing positive client outcomes which may occasionally involve evening and weekend work as required.</li> </ul> <p><b><u>Highly Desirable</u></b></p> <ul style="list-style-type: none"> <li>▪ Experience of a Trauma Informed Approach</li> <li>▪ Experience of using a Harm Reduction Approach</li> <li>▪ Experience securing accommodation in the private rental market</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Knowledge of services, resources and networks in Galway City</li> <li>▪ Knowledge and practical experience using Microsoft Office 365.</li> <li>▪ Experience securing accommodation in the private rental market</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 2<sup>nd</sup> October 2022.</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>	