

Housing Support Officer Galway & Mayo

Job Title:	Housing Support Officer (County Outreach)
Reports to:	Service Manager County Services
Location	Various locations
Contract Details:	1 Year Fixed-Term Contract, 39 Hours per week
Salary Details:	HSE Social Care Worker scale 2019 €32,480 – €47,025
Job Purpose:	To provide support services to clients of Galway Simon at risk of Homelessness, including outreach and visiting support, across counties Galway and Mayo
Main duties & Responsibilities:	<ul style="list-style-type: none"> ▪ To work with individuals and families in Transitional Housing to ensure comprehensive tenancy support ▪ To engage with people who are rough sleeping and supporting their access to health and support services ▪ To provide clear information and advice on: homeless services in the region; housing; social welfare; and legal rights to those who are homeless or at risk of homelessness ▪ Refer and signpost people to appropriate mainstream services where required ▪ Advocate on behalf of those accessing the service for housing, social welfare and other resources ▪ To act as a key worker to those who need it, conducting assessments, and developing and reviewing support plans in line with their goals ▪ Engage in outreach activities with households in the community to ensure their support needs are met ▪ To ensure that contact is made and maintained with all relevant external agencies for the benefit of clients, ensuring representation at case conferences and case management meetings where appropriate ▪ Oversee all administrative and recording responsibilities in relation to the effective running of the centre ▪ Inform those accessing the service of organisational policies and developments ▪ Ensure that a culturally sensitive approach to service delivery is maintained ▪ Liaise with family and relevant agencies when appropriate <p><u>Administration</u></p> <ul style="list-style-type: none"> ▪ To maintain all recording systems as directed ▪ To adhere to all policies and procedures relating to financial control

	<ul style="list-style-type: none"> ▪ To ensure that all communication and administrative policies and procedures are followed ▪ To prepare reports as required <p><u>Training</u></p> <ul style="list-style-type: none"> ▪ To attend and participate in training courses as required ▪ To identify areas of future training need <p><u>General</u></p> <ul style="list-style-type: none"> ▪ 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 Galway Simon Community Business ▪ To be aware of and adhere to all Galway Simon Community Policies and Procedures currently in operation ▪ To attend, staff and other meetings as appropriate ▪ To provide training and support to volunteers ▪ All other duties as may be from time to time requested by management and which are consistent with your job and responsibilities <p>The above job description is not intended to be a comprehensive list of all key duties/responsibilities involved and consequently, the person can be required to perform other duties as appropriate to the position, which may be assigned to them from time to time as the position evolves.</p>
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Person specification:	<p><u>Essential</u></p> <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"> ▪ 2 years' experience working in a similar role within a social care setting ▪ In depth understanding in the area of homelessness ▪ Have an understanding of the physical and mental health and substance misuse needs affecting our residents ▪ Knowledge of the specialist services which can address these needs ▪ Possess strong advocacy skills ▪ The desire to support homeless and vulnerable people to develop their own resources and make positive changes ▪ Basic understanding of how to provide advice and case-work services to vulnerable people ▪ Ability to provide, manage 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.
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	<ul style="list-style-type: none"> ▪ Ability to work as part of a team – Works co-operatively and supportively with others. Values and makes use of the skills, knowledge and experience of others ▪ Be Computer literate with a sound knowledge of Word, Excel and Email. ▪ Share in and 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 ▪ Be prepared to work a shift pattern including evenings and weekends ▪ Full Clean Driving Licence and access to own car
<p>To apply:</p>	<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 23rd January 2022</p> <p>If you have any questions in relation to this position please contact the HR department via email jobs@galwaysimon.ie</p>
<p>All job offers will be subject to satisfactory pre-employment medical checks and Garda vetting.</p>	
<p>Galway Simon Community is an equal opportunities employer and welcomes applications from all sections of the community.</p>	