

Housing Support Officer Emergency Services

Location:	Galway
Contract Details:	<p>1-Year Fixed Term Contract, 32 hours on average per week.</p> <p>The hours are worked on a four-week rolling roster providing 24-hour cover to the service and are required to work 'sleep-overs' in accordance with the roster.</p>
What We Offer:	<p>HSE Social Care Worker 01/03/23 salary scale €36,195 - €51,941 (<i>pro rata</i>)</p> <ul style="list-style-type: none"> • Sundays: Time and a Half • Public Holidays: Double Time • 25 Days Annual Leave (<i>pro rata</i>) • Occupational Sick Leave Policy • Employee Pension Scheme • Employee Assistance Program • Bike to Work Scheme • Education Assistance Program • Death in Service Benefit – 2 times basic annual salary
Job Purpose:	<ul style="list-style-type: none"> ▪ 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. ▪ To support and supervise volunteers, CE staff and others in the operation of the service. ▪ To help ensure Galway Simon Community provides high quality, effective housing support services.
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

Housing Management

- 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
- 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

Administration

- 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

Training

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

Health and Safety

- 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 procedures are carried out
- To assist clients in the correct administration of prescribed medication

General

- 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

Support to Residents

- To inform clients of organisational policies and developments
- To be aware of, and incorporate, Harm Reduction and Trauma Informed practices on a

	<p>daily basis</p> <ul style="list-style-type: none"> ▪ 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 <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>Person specification:</p>	<p><u>Essential</u></p> <ul style="list-style-type: none"> ▪ Degree in social care or a related discipline and have already or commit to registering with CORU as a Social Care Worker before end of the grandparenting registration period. ▪ 2 years' 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 driver licence. <p><u>Desirable</u></p> <ul style="list-style-type: none"> ▪ Possess good supervision skills. ▪ Knowledge of services and resources in the community
<p>To apply:</p>	<p>All applicants should submit a CV to jobs@galwaysimon.ie, by 5pm on closing date on 29th October 2024.</p> <p>Applications will be shortlisted on a regular basis, and we may offer the post before the closing date.</p>
<p>Galway Simon Community is an equal opportunities employer and welcomes applications from all sections of the community.</p>	