

Housing Support Assistant Job Description

Job Title:	Housing Support Assistant (HSA)
Reports to:	Women’s High Support Residential Service, Service Manager
Location:	Galway City
Contract details:	1 year Fixed term contract, 32 hours per week on average over a 4 week rolling roster; plus 8 sleepovers over the 4 weeks. Hours 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.
Salary Details:	HSE Health Care Assistant 2017 €22,018-€27,820
Job Purpose:	<p>To work as part of a staff team in one of Galway Simon Community’s Residential Services. Housing Support Assistants work alongside our Housing Support Officer and Service Manager, delivering practical and emotional supports to clients as part of their overall agreed support plan.</p> <p>The successful candidate will act as a key member of the team, ensuring the day-to-day safe running of the service and in helping clients maximise their housing security, while supporting and preparing them for move on and independent living as appropriate. This involves providing support to people in areas such as health and well- being, personal development, self-care, personal administration, and home management as necessary.</p>
Main duties & Responsibilities:	<p><u>Clients</u></p> <ul style="list-style-type: none"> ▪ The primary responsibilities of a Housing Support Assistant will be to assist the Housing Support Officer and Service Manager to follow through on actions identified through supporting planning with the client, and to support the day-to-day safe and efficient running of the service. ▪ Demonstrate a capacity to work with clients who may be distressed, frustrated and or in crisis, in a calm, kind, effective, trauma informed manner. ▪ To help create a secure environment, through constructive positive working relationships, that supports and encourages clients to make positive changes with the aim of maximising their overall well-being and personal dignity. ▪ Assist clients as necessary with practical tasks of independent living, self-care, thought management, and meaningful community engagement. ▪ Assist with the coordination of all meaningful social role development with the aim of building long-term positive connections in the community. ▪ Assist clients with personal hygiene and all aspects of care where required. ▪ To undertake any other such duties commensurate with the role that may be assigned by the line manager. ▪ To proactively maintain consistency of approach across the team. <p><u>Housing Management</u></p> <ul style="list-style-type: none"> ▪ To assist in all aspects of safe, efficient and calm day-to-day running of the service for all. ▪ To ensure that essential domestic duties e.g. cooking, cleaning, laundry, maintenance are carried out.

- To ensure that service environment is maintain to the highest stand of cleanliness and comfort.
- To ensure rent and charges are update in line with agreed Client support plans.
- To maintain good relationships with neighbours and relevant community groups.

Health and Safety

- Act as appointed First Aid person as required.
- Be proactive in ensuring optimal infection control in the service environs.
- Be familiar and consistent in the application of all COVID-19 Policies & Procedures.
- Carry out all duties with consistent due care and attention.
- Ensure that designated fire procedures are consistently carried out.
- To be vigilant in relation to health and safety and welfare risks in the workplace and bring concerns to the attention of the line manager or health and safety representative, without delay.
- Ensure the Health, Safety, and Welfare of clients are prioritised at all times within services.
- Participate in routine maintenance, cleaning, and health and safety inspections, in line with operational procedures and standards.
- To ensure the residential property meets all health and safety and hygiene standards at all times.

Service Delivery

- Adhere to the Galway Simon Community professionalism, ethos and values in all interactions with clients, colleagues and other stakeholder alike at all times.
- Work in a consistent, collaborative, organised and efficient manner in order to effectively meet the needs of a diverse case-loads.
- Carry out all work in line with the National Quality Standards Framework for Homeless Services.
- Work in a culturally appropriate way with people from a range of ethnic and cultural backgrounds.
- Have a willingness to adopt and adjust as required to ensure that a secure and safe environment is created that will facilitate client change and progression.

Administration

- Systematically log and record all interventions with and on behalf of clients, in line with the service record keeping protocol utilising the tools identified by GSC such as PASS, TEAMS, & Vi-Clarity etc.
- Work in accordance with Health and Safety guidelines and best practice
- Work within the Guidelines of Children First, and follow necessary policy and procedures where concerns around children's safety and welfare are encountered.
- Comply with the administrative requirements of the service

Training

- Attend and participate in training courses as required.
- Demonstrate a commitment to regular updating practices and upskilling.

General

- Maintain confidentiality on all matters relating to staff, volunteers, clients and general Simon Community Business.

	<ul style="list-style-type: none"> ▪ Be familiar with, and adhere to all Galway Simon Community current Policies and Procedures. ▪ Proactively attend, contribute and participate in all organisation meeting and events. ▪ All other duties as may be from time to time requested by management and which are consistent with your job and responsibilities.
Person specification:	<p>Essential</p> <ul style="list-style-type: none"> ▪ Candidates must have a relevant qualification to a minimum of FETAC level 5 e.g. Care Assistant/Care of the elderly etc. ▪ 1 year experience working in a similar role within a social care setting ▪ Experience of factual concise record keeping and report writing ▪ Subscribe fully to Galway Simon Community ethos, values and mission ▪ Have a valid and full clean manual drivers licence & full access to own car for work purposes. <p>Desirable</p> <p>Candidates with one or more of the following will have a distinct advantage</p> <ul style="list-style-type: none"> ▪ Health and safety training ▪ Access to own car ▪ Previous experience of lone working ▪ Experience of working with vulnerable and disadvantaged young people and/or women ▪ Experience of using a Trauma Informed Approach
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, or by post to HR Dept, Galway Simon Community, 11 Sean Mulvoy Centre, Sean Mulvoy Road, Galway H91EAY0 by 5pm on closing date 26th September 2021</p> <p>If you have any questions in relation to this position please contact the HR department via email jobs@galwaysimon.ie</p>
All job offers will be subject to satisfactory pre-employment medical checks and Garda vetting.	
Galway Simon Community is an equal opportunities employer and welcomes applications from all sections of the community.	