

## Housing Support Assistant

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| <b>Job Title:</b>                          | <b>Housing Support Assistant (HSA)</b>   |
| <b>Reports to:</b>                         | Service Managers   |
| <b>Location</b>                            | Galway Simon Community Residential and Community Support Services  |
| <b>Contract details:</b>                   | Casual contract  |
| <b>Salary Details:</b>                     | Hourly rate  |
| <b>Job Purpose:</b>                        | <p>Housing Support Assistants work across our residential and Community Support Services and work alongside our Housing Support Officers, delivering practical supports to clients as part of their overall support plan. The successful candidate will act as a key member of the Team, helping clients maximise their housing security or, supporting and preparing them for move on and independent living as appropriate.</p> <p>The successful candidate will deliver practical supports, the purpose of which will be to assist people in areas such as health and well- being, self-care, personal administration, and home management as necessary.</p>  |
| <b>Main duties &amp; Responsibilities:</b> | <p><b><u>Clients</u></b></p> <p>The primary responsibility of a Housing Support Assistant will be to assist the Housing Support Officers to follow through on actions with clients identified through key working and support planning.</p> <ul style="list-style-type: none"> <li>▪ Demonstrate a capacity to work with clients who may be distressed, frustrated and in crisis in a calm and effective manner.</li> <li>▪ Successfully engage clients with tasks that are aimed at maximising their well-being and personal dignity.</li> <li>▪ Engage in clear communication with clients, in a positive and constructive working relationship</li> <li>▪ Assist clients as necessary with practical tasks such as bill payment, home management, self-care, follow through on health and well-being.</li> <li>▪ Assist clients to pursue independent life-skills, eg budgeting, shopping etc.</li> <li>▪ Assist colleagues with client involvement initiatives within the service.</li> <li>▪ Assist colleagues to implement learning and development initiatives within the services.</li> <li>▪ Assist with the coordination of all meaningful activity and social programmes.</li> <li>▪ Assist clients with personal hygiene and all aspects of care where required.</li> <li>▪ Contribute to the continuity of service provision in the service, including handovers, diary, incident reports etc.</li> </ul> |

- Comply with the administrative requirements of the service including maintenance of all records, logging all interventions and utilising Pass System
- To undertake any other such duties commensurate with the role that may be assigned by the line manager

#### **Housing Management**

- To assist the Service to collect, record and account for accommodation charges and control arrears.
- To assist the Housing officer with moves as clients secure long term accommodation
- To instruct clients in the safe, efficient and cost effective use of electrical and other equipment.
- To ensure that essential domestic duties e.g. cooking, cleaning, laundry, maintenance are carried out.
- To maintain good relationships with neighbours and relevant community groups.

#### **Health and Safety**

- Act as appointed First Aid person as required.
- Carry out all duties with reasonable care.
- Ensure that designated fire procedures are 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.
- Ensure the Health, Safety and Welfare of clients is prioritised at all times within services.
- Participate in routine maintenance, cleaning, and health and safety inspections, in line with operational procedures and standards.

#### **Service Delivery**

- Work in an organised and efficient manner in order to effectively meet the needs of a diverse case-load.
- Be part of a Team that has a clear commitment to the delivery of a high quality service, and accords with recognised best practice.
- Act in a professional manner in all circumstances when engaging with clients as well as other support agencies.
- Work in a culturally appropriate way with people from a range of ethnic and cultural backgrounds
- Demonstrate a commitment to regular updating of changes in practices and external systems that may have implications for clients
- Have a willingness to adopt and adjust as needed to maintain effective working relationships with clients that are focused on ensuring their support needs are most effectively met.

#### **Administration**

- Systematically log and record all interventions with and on behalf of clients, utilising the Tools identified by GSC such as PASS, & Xyea etc.

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|   | <ul style="list-style-type: none"> <li>▪ Work in accordance with Health and Safety guidelines and best practice</li> <li>▪ Work within the Guidelines of Children First, and follow necessary procedures where concerns around children’s safety and welfare are encountered.</li> </ul> <p><b>Training</b></p> <ul style="list-style-type: none"> <li>▪ Attend and participate in training courses as required.</li> <li>▪ Identify areas of future training need.</li> </ul> <p><b>General</b></p> <ul style="list-style-type: none"> <li>▪ Maintain confidentiality on all matters relating to staff, volunteers, clients and general Simon Community Business.</li> <li>▪ Be aware of and adhere to all Simon Community Policies and Procedures currently in operation.</li> <li>▪ Attend staff and other meetings as appropriate</li> <li>▪ Provide up to date information and support to other Services within Galway Simon Community as necessary.</li> </ul> <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.</p> |
| <b>Person specification:</b>  | <p><b>Essential</b></p> <ul style="list-style-type: none"> <li>▪ Candidates must have a relevant qualification to a minimum of FETAC level 5 e.g. Care Assistant/Care of the elderly etc.</li> <li>▪ 1 year experience working in a similar role within a social care setting</li> <li>▪ Experience of record keeping and report writing</li> <li>▪ Subscribe fully to Galway Simon Community values and mission</li> </ul> <p><b>Desirable</b></p> <p>Candidates with one or more of the following will have a distinct advantage</p> <ul style="list-style-type: none"> <li>▪ Full clean driving licence</li> <li>▪ Health and safety training</li> <li>▪ Previous experience of Lone Working</li> <li>▪ Experience of working with vulnerable and disadvantaged groups</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 06/02/2022.</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>   |
| 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. |  |

Signed: \_\_\_\_\_

Date: \_\_\_\_\_