

Housing Support Officer (HSO) Residential Services

Job Title:	Housing Support Officer (HSO) Residential Services
Reports to:	Service Manager, Residential Service
Location:	Galway
Contract Details:	3-year Fixed Term Contract 30 hours per week on average. 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.
Salary:	HSE Social Care Worker 01/02/2022 scale €33,966 – €48,950 (pro rata)
Job Purpose:	To act as a key member of staff, in a Men's High Support residential service for clients with complex care and support needs within a low threshold harm reduction approach, in accordance with best practice within Trauma Informed Care.
Main duties & Responsibilities:	<p><u>Clients</u></p> <ul style="list-style-type: none"> ▪ To provide supports to clients in a manner which is person centred, non-judgemental, strengths based, and minimises distress ▪ To work from a harm reduction approach that supports client to make choices that support their health and well-being ▪ To act as a key worker to clients, conducting assessments, and developing and reviewing their support plans ▪ To co-ordinate work with other staff to effectively implement client support plan goals ▪ To support clients to claim all relevant benefits and take up all opportunities for health improvement, training and personal development ▪ To accompany and act as an advocate for clients in dealing with other agencies ▪ To ensure that contact is made and maintained with all relevant external agencies for the benefit of clients, attending and participating in case conferences and case management meetings ▪ To work with and support clients in the service on a day to day basis ▪ To arrange and provide an induction for all incoming clients ▪ To involve clients in the day-to-day running of the service ▪ To provide the agreed follow up support to clients <p><u>Move-on/ Follow up Responsibilities</u></p> <ul style="list-style-type: none"> ▪ To identify move-on options as and where appropriate for clients and work to secure these and support them to move in, in accordance with their consent and support needs. <p><u>Housing Management</u></p> <ul style="list-style-type: none"> ▪ To assist in the running of the service in an effective and efficient way ▪ To ensure clients are familiar with and are complying with their occupancy agreement ▪ To collect, record and account for accommodation charges and control arrears ▪ To anticipate move-on and ensure voids are kept to a minimum ▪ To instruct clients in the safe, efficient and cost effective use of electrical and other equipment

- To ensure essential domestic duties e.g. cooking, cleaning, laundry, maintenance are carried out
- To maintain good relationships with neighbours and relevant community groups
- To ensure the properties and gardens are properly maintained and in a good decorative state internally and externally

Administration

- To maintain all recording systems as directed
- To adhere to all policies and procedures relating to financial control in the projects
- To ensure that all communication and administrative policies and procedures are followed
- To prepare reports as required

Training

- To attend and participate in training courses as required
- To 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, clients and visitors within projects and all other Galway Simon Community property
- To carry out all duties with reasonable care
- To ensure that designated fire procedure are carried out

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, clients, ex-clients 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
- All other duties as may be from time to time requested by management and which are consistent with your job and responsibilities

Support to Clients

- To inform clients of organisational policies and developments
- To ensure that clients are informed about and facilitated to attend all consultative and participatory fora with their consent
- To keep up to date personal records of all clients
- To encourage clients to participate in local community groups and initiatives with their consent
- To ensure that a culturally sensitive approach to care is maintained
- To liaise with family and relevant agencies when appropriate

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>Person specification:</p>	<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 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 ▪ Have a knowledge and commitment to working within a harm reduction approach. ▪ 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 drivers licence <p><u>Desirable</u></p> <ul style="list-style-type: none"> ▪ Possess good supervision skills ▪ Knowledge of services and resources in the community ▪ Have access to own car for work purposes
<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, or by post to HR Dept, Galway Simon Community, 11 Sean Mulvoy Centre, Sean Mulvoy Road, Galway H91EAY0 by 5pm 28th May 2023.</p> <p>If you have any questions in relation to this position please contact the HR department via email jobs@galwaysimon.ie</p>
<p>Galway Simon Community is an equal opportunities employer and welcomes applications from all sections of the community.</p>	