

Housing Support Officer (HSO)

Job Title:	Housing Support Officer (HSO)
Reports to:	Service Manager
Location	Galway City & Surrounds
Contract Details:	3 year Fixed Term Contract - 39 hours per week
Salary Details:	HSE Social Care Worker 2017 salary scale €31,293-€45,306
Job Purpose:	<p>The provision and co-ordination of safe support services to individuals accessing the Galway Simon Community Support Services and Housing Services.</p> <p>The successful candidate will work as part of a small team, coordinating the delivery of wrap around tenancy sustainment supports to people living in the community and in Galway Simon Community transitional housing; with the aim of providing effective move-on options and housing stability to enable sustainable independent living, personal development and community integration.</p>
Main duties & Responsibilities:	<p><u>Social Integration & Participation</u></p> <ul style="list-style-type: none"> • To provide and facilitate effective and meaningful outcomes for the people accessing the service in line with Galway Simon Community ethos and values. ▪ To establish and maintain positive relationships with the person being supported and all relevant stakeholders, that is based on respect, equality and that promotes independence. ▪ To provide quality support to the person being supported, to live, work, socialise and actively participate safely and equally in society, through socially valued roles. ▪ Provide positive strengths-based support based on unique attributes, preferences and aspirations of the individual. ▪ To assist those, we support as necessary with practical tasks of independent living, self-care, personal development, and meaningful community integration. ▪ To accompany and act as advocate for and with the person in dealing with other relevant stakeholders. ▪ To assertively collaborate in development of a robust support plan and ensure that support plan outcomes are being achieved effectively. <p><u>Housing Security & Homeless Prevention.</u></p> <ul style="list-style-type: none"> ▪ Assertively engage to provide innovative support to help establish long term housing security. ▪ To achieve effective outcomes for and with the person being supported to develop and maintain positive housekeeping and domestic routines. ▪ To explore and develop strategies with the person being supported for safe management of personal safety.

- To use a systematic approach in developing and monitoring positive routines and habits around all aspects of budgeting, savings, and rent and utility payments.

Administration

- To maintain all recording systems as directed (Pass2, Vi-clarity, TEAMS, etc) in a systematic, timely and organised manner.
- To ensure that all communication, reporting and administrative policies and procedures are followed.
- To work in line with best practice set out in the National Standards Framework for People in Homeless Services.

Training

- To attend and participate in training courses as required.
- To identify areas of future training need
- To provide training and mentoring to team members, volunteering and placement students as required.

Health and Safety

- To act as appointed First Aid Responder as required.
- To take a calm, effective, trauma informed approach when working with people who are experiencing periods of crisis.
- To ensure a health, safety and welfare of self, colleagues, and clients is a priority at all times.
- To carry out all duties with reasonable care.
- Ensure optimal infection control in the service environs at all times.
- To have up to date individual risk management plan in place for those being supported in the service.
- To ensure that designated fire procedures are carried out.
- To adhere to all Lone Working policy and procedures.

General

- Develop and maintain positive working relationships with all stakeholders and develop positive working networks within the wider community.
- Work in partnership and collaborate using solution focused approach with team members, colleagues and other professionals to achieve best possible outcomes for and with the person being supported.
- To be flexible in working hours in securing positive outcomes which may involve evening and weekend work 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 current Policies and Procedures.

	<ul style="list-style-type: none"> ▪ To attend and proactively engage in team, staff and other meetings as appropriate ▪ To ensure that the people being supported have all appropriate supports in terms of their health and welfare, and to proactively seek universal supports as well as specialists’ multi-disciplinary supports as appropriate. ▪ All other duties as may be from time to time requested by management and which are consistent with your job and responsibilities.
<p>Person specification:</p>	<p><u>Essential Requirements</u></p> <ul style="list-style-type: none"> ▪ A Social Care Degree or equivalent relevant qualification ▪ A minimum of 2 years’ experience working in a similar role ▪ Have a valid and full clean drivers licence & full access to own car for work purposes ▪ Be self-motivated, positive and able to motivate and inspire others ▪ Have a high standard of competence using Microsoft Office 365 applications. ▪ Be patient, non-judgemental and resourceful ▪ Being flexible with working hours including evenings and weekends <p><u>Highly Desirable</u></p> <ul style="list-style-type: none"> ▪ Experience of working with vulnerable people. ▪ Experience of a Trauma Informed Approach. ▪ Experience of using a harm reduction approach. ▪ Knowledge of services, resources and networks in Galway City & County ▪ Experience securing accommodation in the private rental market ▪ Familiar with assertive engagement and using a solution focused approach.
<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 on closing date 17th October 2021</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>	