



**FIRST HOUSING**  
Aid & Support Services

## CANDIDATE INFORMATION PACK

Dear Applicant

**RE: ACCOMMODATION SUPPORT WORKER, JEFFERSON COURT,  
DERRY/LONDONDERRY (Ref: ASWJC/R13/01)**

Thank you for your enquiry in respect of the above position. Enclosed you will find your candidate information pack which includes:

- Summary Information of the project
- Job Description, which includes:
  - Summary of Role
  - Person Specification
- Privacy notice

Please complete the employee-monitoring questionnaire and return it with your application form. It will be kept separate from your application for selection purposes.

**The closing date for receipt of applications: Friday, 27<sup>th</sup> May 2022 @ 12 noon**

**Please note:**

**All our recruitment for this position will be done through e-mail, please provide a suitable e-mail address for correspondence and attach your completed application form.**

If you do not have an e-mail address, please contact Karla on 07921056728

If you have a disability and if you are shortlisted, you may notify us to enable us to make any reasonable adjustments for interview.

Shortlisting will be undertaken based on the enclosed person specification. You should therefore address all criteria listed in the person specification when you are submitting your application.

This post will be subject to an Access NI check and compulsory registration with the Northern Ireland Social Care Council.

Thank you for your interest in the work of First Housing Aid & Support Services, we look forward to receiving your completed application.

Yours faithfully

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Karla O'Kane  
Personnel Manager  
Enc(s)

## **Information about our Jefferson Court Young Persons' Project**

First Housing Aid & Support Services supports individuals and families who are homeless, or at risk of becoming homeless. Jefferson Court is designed specifically for young people, making it unique and innovative. It is a complex of 20 apartments situated in a city centre location providing high quality accommodation to young people aged 16-21 years. Commissioned by both The Trust and The Northern Ireland Housing Executive, the project is staffed 24/7 by a highly motivated, well-trained team of Support Staff who are dedicated to delivering services to young people.

### ***Ethos of the Project***

“Provide high quality accommodation for young people aged 16-21 from both a care and non-care background providing a safe and stable environment where young people can grow and be supported in their transition from temporary accommodation to a home in the community”.

Everyone who comes to Jefferson Court will have a detailed individual plan of support with clearly defined aims. Our ethos is to create opportunities for young people to develop, change and grow at a pace that feels comfortable for them. Our young people will be encouraged to develop their capabilities, self-confidence, and ability to live socially and work with others, to enable them as individuals to sustain their accommodation for their time with us and when they move into a home of their own.

First Housing is committed to a multi-disciplinary approach, so when developing plans of support for each young person we fully involve them in the process and produce the plan in partnership. We ensure that that all persons involved with the young person, with their permission, can contribute to development of the plan.

### ***Collaborative Working***

Jefferson Court is committed to working collaboratively with other agencies, both Statutory and Voluntary, across the Northwest to ensure that the needs of young people are acknowledged and met. We accept referrals from The Housing Executive and The Western Health and Social Services Trust. Decisions regarding access are made by a panel consisting of a member of First Housing, a member of the Housing Executive and a member of Western Health and Social Services Trust. This ensures equality of opportunity and that all decisions regarding access to this project are based on need.



## **FIRST HOUSING AID & SUPPORT SERVICES**

### **JOB DESCRIPTION**

**Title:** Accommodation Support Worker

**Reports To:** Manager, Jefferson Court

**Purpose & Objectives:** To provide advice, assistance and support to young people. To attend to their practical, physical and emotional needs. To act as an appropriate role model and to work closely with them to address their difficulties and achieve their full potential. Our aim is for young people to learn to do as much as possible for themselves, gradually decreasing their dependence on support staff, working towards total independence.

All young people are equally entitled to have their needs met in a fair and balanced way. Support Workers are responsible for promoting equal opportunities for all and for challenging any behaviour or practice which discriminates against any young person or colleague on the grounds of race, religion, disability, age, gender, sexual orientation or any other perceived difference.

**Location:** Jefferson Court Accommodation Project, Derry/Londonderry.

**Salary** £21,853 per annum pro rata

**Hours Of Work** 37.5 hours per week shift rota basis

**Probationary Period** 6 months

**Annual Leave** 5 working weeks, exclusive of bank and customary holidays

**Sickness Scheme** 3 working weeks contractual pay in any 12 month rolling period under current terms and conditions of employment

**Pension** Company pension available, further details available from the Finance Department

## **MAJOR TASKS AND RESPONSIBILITIES:**

1. To cover rota duties which includes day, evening and overnight shifts as determined by the needs of the project
2. Establish positive relationship with young people; offering unconditional and positive regard.
3. Meet their physical, emotional, behavioural, social, cultural and educational needs.
4. Help young people to gain confidence in challenging unacceptable behaviour, set boundaries for young people's behaviour.
5. Ensure each young persons support plan is followed and reviewed appropriate to reflect their changing needs.
6. Encourage/enable young person in domestic tasks, hygiene skills, cooking skills.
7. Encourage/enable the young person to budget effectively including monitoring and appropriate use of utilities.
8. Encourage/enable young person to find suitable schools, college courses or employment.
9. Encourage young person to build links with their community by using local services, e.g. leisure activities.
10. Assume a keyworker role for designated young people delivering tailored packages of support continuous assessment and regular review. This will be done in conjunction with the young person, and associated support network.
11. To participate in a range of designated household tasks ensuring the smooth running of the project.
12. To work within an ethos of clear values which respects choice, individuality, rights, privacy and partnership working.
13. Maintain confidentiality at all times as directed by First Housing policy and procedures.
14. To keep accurate records and provide written reports on your people for planning meetings, review or other meetings as directed by the line manager
15. Work within the aims and objectives of First Housing and work collaboratively with colleagues to achieve them.

16. Responsible for the accurate maintenance of financial records appropriate to the duties of the post.
17. To carry out regular health and safety checks as part of daily work activities. Comply with policies and procedures in place relating to health and safety.
18. To use databases and other electronic management systems focused towards service provision improvements and quality outcomes, which will include secure remote access to third party systems such as that of the NIHE
19. To carry out other duties appropriate to the post as may be required.

### **RELATIONSHIP WITH FIRST HOUSING**

- To be an active team member, supporting colleagues, being prepared to receive support as necessary and to contribute fully to team workload.
- To participate in staff meetings as required
- To participate in staff development and review
- To attend training as identified and required in relation to personal and professional development
- To comply with the policies and procedures in place that meet with health and safety legislation
- To respect our policy of promoting equality/valuing diversity
- All staff members are required to adhere to the implementation of recording and monitoring procedures as set out within the 'Supporting People' Quality Monitoring Tool.
- To ensure adherence to Northern Ireland Social Care Council standards of conduct and practice (where NISCC registration is required)

**PERSON SPECIFICATION**

**Accommodation Support Worker (ASWJC.R13.01)**

Requirement	Essential or Desirable?	How Assessed?
<p><b>Qualifications / Education / Training:</b></p> <ul style="list-style-type: none"> <li>• Minimum of three GCSE's at grade C or above (or equivalent) including English Language</li> </ul>	Essential	Via application form/appropriate certificates
<ul style="list-style-type: none"> <li>• A relevant recognised qualification in health and social care or equivalent (NVQ level II)</li> </ul>	Essential	Via application form/appropriate certificates
<p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• At least two years recent experience of working in accommodation or community work setting with vulnerable 16 – 21 year olds</li> </ul>	Essential	Via application form/ interview/references
<ul style="list-style-type: none"> <li>• Working with people that are homeless or those leading an unsettled lifestyle</li> </ul>	Essential	Via application form/interview/references
<ul style="list-style-type: none"> <li>• Assessment interviewing</li> </ul>	Essential	Via application form/interview/references
<ul style="list-style-type: none"> <li>• Managing a caseload</li> </ul>	Essential	Via application form/interview/references
<ul style="list-style-type: none"> <li>• Providing a frontline service to the public</li> </ul>	Essential	Via application form/interview/references
<ul style="list-style-type: none"> <li>• The post holder must be able to demonstrate a good attendance/performance work record</li> </ul>	Essential	Via application form/interview/references
<ul style="list-style-type: none"> <li>• Ability to deliver concise recording systems and reports</li> </ul>	Essential	Via application form and interview
<ul style="list-style-type: none"> <li>• Ability to work effectively and meet deadlines</li> </ul>	Essential	Via application form and interview
<p><b>Knowledge:</b></p> <ul style="list-style-type: none"> <li>• Knowledge of the support needs of vulnerable individuals (16 – 21 years)</li> </ul>	Essential	Via interview

Requirement	Essential or Desirable?	How Assessed?
<ul style="list-style-type: none"> <li>Knowledge of Adults at Risk/ Child Protection Policy and Procedure</li> </ul>	Desirable	Via interview
<ul style="list-style-type: none"> <li>Knowledge of the work of the statutory, voluntary agencies associated with Homelessness</li> </ul>	Desirable	Via interview
<p><b>Skills &amp; Competencies:</b></p> <ul style="list-style-type: none"> <li>Excellent interpersonal and communication skills, particularly able to work with the public</li> </ul>	Essential	Via interview/application form/references
<ul style="list-style-type: none"> <li>Competent in the use of IT software such as wordprocessing, databases, internet and e-mail</li> </ul>	Essential	Via interview/ application form/references
<ul style="list-style-type: none"> <li>Flexible, approachable and can work under pressure</li> </ul>	Essential	Via references/interview
<ul style="list-style-type: none"> <li>Able to work both independently and as part of a team.</li> </ul>	Essential	Via references/interview
<ul style="list-style-type: none"> <li>Willingness to take managerial direction.</li> </ul>	Essential	Via references/interview
<ul style="list-style-type: none"> <li>Excellent organisational skills and ability to prioritise workloads to deliver within agreed deadlines</li> </ul>	Essential	Via interview/references
<ul style="list-style-type: none"> <li>Ability to work with challenging behaviour</li> </ul>	Essential	Via interview/references
<p><b>Personal Attributes:</b></p> <ul style="list-style-type: none"> <li>Ability to retain confidence and discretion.</li> </ul>	Essential	Via references/interview
<p><b>Other:</b></p> <ul style="list-style-type: none"> <li>No health problems which would adversely affect ability to carry out all the duties of the post.</li> </ul>	Essential	Via application form and interview

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## **First Housing Aid & Support Services Privacy Notice**

In May 2018, the new general Data protection Regulation (GDPR) comes into effect, which gives you more rights around how your information is used. To make you feel confident about how we process your information, we've provided this Privacy Notice to make things clearer. See below for a summary of what it says.

### **How do we use your information?**

We use your information in ways you would expect:

- manage the recruitment process and assess your suitability for employment or engagement
- decide to whom to offer a job
- comply with statutory and/or regulatory requirements and obligations, e.g., checking your right to work in the UK
- comply with the duty to make reasonable adjustments for disabled job applicants and with other disability discrimination obligations
- ensure compliance with your statutory rights
- ensure effective HR, personnel management and business administration
- monitor equal opportunities
- enable us to establish, exercise or defend possible legal claims

Please note that we may process your personal information without your consent, in compliance with these rules, where this is required or permitted by law.

### **Who do we share your information with and where do we get information from?**

- information may be shared internally within the Company for the purposes of the recruitment exercise, including with members of the HR department, members of the recruitment team, managers in the department which has

the vacancy and IT staff if access to your personal information is necessary for the performance of their roles.

- external organisations for the purposes of conducting pre-employment reference and employment background checks
- Access NI, to obtain a criminal record check
- former employers, to obtain references
- professional advisors, such as lawyers

We may also need to share your personal information with a regulator or to otherwise comply with the law.

### **How do we protect your information?**

We have put in place measures to protect the security of your personal information. In addition, we limit access to your personal information to those employees, workers, agents, contractors and other third parties who have a business need to know in order to perform their job duties and responsibilities.

### **How can I find out more?**

Our full Privacy notice contains more detail about:

- How we use your information
- The reasons for using your information
- Our retention periods
- Your rights, including how to get a copy of your information, how you can have it corrected or erased, how you can object to our use; and
- How to contact the compliance manager

You'll find a full notice at [www.first-housing.com/recruitment](http://www.first-housing.com/recruitment), or you can call Karla, Personnel Manager at 07921056728; e-mail: [karlaokane@first-housing.com](mailto:karlaokane@first-housing.com)

### **Do I have to do anything?**

No, this is just information; you don't have to do anything