



**FIRST HOUSING**  
Aid & Support Services

## CANDIDATE INFORMATION PACK

Dear Applicant

**RE: ACCOMMODATION SUPPORT WORKER (Ref: ASWDH/R16/01)**  
**(Derry/Londonderry)**

Thank you for your enquiry in respect of the above position. Enclosed you will find the following information:

- 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 completed application form. It will be kept separate from your application for selection purposes.

**The closing date for receipt of applications: Friday, 20 January 2023 @ 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 CV.**

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

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

Shortlisting will be based on the enclosed person specification, so please address all criteria listed in the person specification when completing your application.

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

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  
Encs

## **Information about our Damien House Project**

Damien House is a 12 bed, high tolerance unit that works in partnership with Supporting People and Western Health Social Care Trust (WHSCT) operating a dual-purpose service.

### **CRISIS BEDS**

The Crisis Bed provision aims to help individuals who are homeless and rough sleeping with alcohol issues to:

- Access temporary emergency accommodation with move on to more permanent accommodation mainly within 8 weeks.
- Engage / re-engage with a variety of agencies both voluntary and statutory to promote and improve their health and well being.
- Re-establish and /or maintain links with their families and social networks.

### **Access**

This service can be accessed through and on completion of a referral from:

- First Housing Aid & Support Service's Night Support Service.
- Northern Ireland Housing Executive

### **DETOX BEDS**

The service will cater for male clients who require supervision in a safe environment for alcohol detoxification.

This service will also provide access to individuals who fulfil criteria for home detox but have a recent history of failed home detox. They may also have moderate symptoms, which warrant more supervision to stabilise initially. Male clients will also be accepted for tail end detox from hospital when they are medically fit for discharge

### **Referrals Sources**

- GPS/ Out of Hours GPs
- Primary Care Liaison Team
- Medical Wards
- Accident & Emergency Department
- Acute Medical Unit (AMU)
- Alcohol and Drugs Services
- CAT



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

### **JOB DESCRIPTION**

<b>Title:</b>	Accommodation Support Worker
<b>Reports To:</b>	Manager, Damien House
<b>Purpose &amp; Objectives:</b>	<p>To be part of a team providing residential provision with attached support services for vulnerable adults with alcohol misuse/ difficulties under appropriate shift pattern cover. Support procedures will include monitoring, assessment and review of residents as well as ensuring a healthy, safe and secure living environment is maintained.</p> <p>To act in a professional, proactive capacity that will contribute to the strategic objectives of the organisation in enhancing the well-being of its service users through a network of support.</p>
<b>Location:</b>	Damien House Project, Derry/Londonderry
<b>Salary</b>	£21,853 per annum
<b>Hours of Work</b>	37.5 hours per week (full time) shift rota basis
<b>Probationary Period</b>	6 months
<b>Annual Leave</b>	5 working weeks, exclusive of bank and customary holidays
<b>Sickness Scheme</b>	3 working weeks contractual pay in a 12 month period under current terms and conditions of employment
<b>Pension</b>	Company pension available, details available on request

### **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. To carry out daily operational tasks in a consistent manner.
3. To participate in recording and reporting systems regarding daily events in view of clear communication requirements.
4. To keep concise recording of service incomes, utilising appropriate logging systems.

5. To assume a key worker role for designated individuals through continuous assessment, monitoring and review processes that will contribute towards tailored packages of support.
6. To work alongside other relevant agencies such as Social Workers, General Practitioners, Policing Services, Housing Services in the delivery of support services to the client.
7. To carry out appropriate procedures and protocol that deal with high-risk behaviours, decision making and conflict situations.
8. To maintain written case management files under support structure systems.
9. Be willing to ensure that the Accommodation's Health and Hygiene standards are maintained and to take an active role if this is necessary.
10. To keep concise recording of service incomes, utilising appropriate logging systems.
11. To carry out enhanced monitoring and evaluation of vulnerable individuals who have been identified as 'at risk'.
12. To participate in the implementation of fire safety procedures on a regular and consistent basis.
13. To carry out regular health and safety checks as part of daily working activities. Notifying line management of any areas of concern.
14. To carry out observation and vigilance skills in regard to any sudden health deterioration of service users.
15. Liaise with relevant bodies regarding the health and future support needs of service users.
16. To use databases and other electronic management systems focused on service provision improvements and quality outcomes, which will include secure remote access to third party systems such as the Northern Ireland Housing Executive.
17. To attend regular staff meetings with the Manager and Deputy Manager.
18. To participate in staff development, training and performance reviews and appraisals.
19. To use databases and other electronic management systems focused on service provision improvements and quality outcomes.
20. Any other duties appropriate to the post

## **RELATIONSHIP WITH FIRST HOUSING**

- To be an active team member, supporting colleagues, being prepared to receive support as necessary and 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, Damien House (ASWDH.R16.01)**

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 people with alcohol dependency</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

Requirement	Essential or Desirable?	How Assessed?
<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 with alcohol dependency</li> </ul>	Essential	Via interview
<ul style="list-style-type: none"> <li>Knowledge of Vulnerable Adults 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, spreadsheets, 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

Requirement	Essential or Desirable?	How Assessed?
<b>Personal Attributes:</b> <ul style="list-style-type: none"> <li>• Ability to retain confidence and discretion.</li> </ul>	Essential	Via references/interview
<b>Other:</b> <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