



FIRST HOUSING
Aid & Support Services

CANDIDATE INFORMATION PACK

Dear Applicant

RE: ACCOMMODATION SUPPORT WORKER, ARDMOULIN MEWS, BELFAST
(Ref: ASWA/R14/01)

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

The closing date for receipt of applications: Friday, 17 February 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 application.

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 undertaken 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

Karla O'Kane
Personnel Manager
Encs

Information about our Ardmoulin Mews Project

First Housing Aid and Support Services supports individuals and families who are homeless, or at risk of becoming homeless.

Ardmoulin Mews accommodation project has 21 individual apartments situated off Divis Street (a 10 minute walk from the Belfast city centre) providing good quality housing to homeless families. We have 5 one bedroom, 11 two bedroom & 5 three-bedroom apartments based over three floors. Three of these apartments are specifically designed for those with mobility issues.

We are staffed 24/7 and operate an on-call service to support staff. All referrals to Ardmoulin Mews are allocated a keyworker at the booking in stage who will work with these families on a 1:2:1 basis to deal with support issues that may arise following risk and needs assessments.

All referrals to this project are from the Homeless Service Unit, Northern Ireland Housing Executive, Belfast. They now operate a waiting list for the project following an increase in demand.

After referral to the project all services users can expect a full support package that will include practical help:

- (budgeting/cooking)
- parenting skills
- liaison with outside agencies
- emotional support
- advice, guidance and listening
- involvement in activities
- training courses and developing social skills



FIRST HOUSING AID & SUPPORT SERVICES

JOB DESCRIPTION

| | |
|----------------------------------|--|
| Title: | Accommodation Support Worker |
| Reports To: | Manager, Ardmoulin Mews |
| Purpose & Objectives: | <p>To be part of a team providing residential provision with attached support services for individuals and families 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> |
| Location: | Ardmoulin Mews Accommodation Project, Falls Road, Belfast |
| Salary | £21,853 per annum |
| Hours of Work | 37.5 hours per week (full time) 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 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 regarding any sudden health deterioration of service users.
15. Liaise with relevant bodies regarding the health and future support needs of service users.

16. To attend regular staff meetings with the Manager and Deputy Manager.
17. To participate in staff development, training and performance reviews and appraisals.
18. 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 that of the NIHE.
19. 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, Ardmoulin Mews, Belfast (ASWA.R14.01)

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

| Requirement | Essential or Desirable? | How Assessed? |
|--|-------------------------|--|
| <ul style="list-style-type: none"> Ability to work effectively and meet deadlines | Essential | Via application form and interview |
| <p>Knowledge:</p> <ul style="list-style-type: none"> Knowledge of the support needs of vulnerable individuals and families | Essential | Via interview |
| <ul style="list-style-type: none"> Knowledge of Vulnerable Adults Policy and Procedure | Desirable | Via interview |
| <ul style="list-style-type: none"> Knowledge of the work of the statutory, voluntary agencies associated with Homelessness | Desirable | Via interview |
| <p>Skills & Competencies:</p> <ul style="list-style-type: none"> Excellent interpersonal and communication skills, particularly able to work with the public | Essential | Via interview/application form/references |
| <ul style="list-style-type: none"> Competent in the use of IT software such as wordprocessing, databases, spreadsheets, internet and e-mail | Essential | Via interview/ application form/references |
| <ul style="list-style-type: none"> Flexible, approachable and can work under pressure | Essential | Via references/interview |
| <ul style="list-style-type: none"> Able to work both independently and as part of a team. | Essential | Via references/interview |
| <ul style="list-style-type: none"> Willingness to take managerial direction. | Essential | Via references/interview |
| <ul style="list-style-type: none"> Excellent organisational skills and ability to prioritise workloads to deliver within agreed deadlines | Essential | Via interview/references |
| <ul style="list-style-type: none"> Ability to work with challenging behaviour | Essential | Via interview/references |

| Requirement | Essential or Desirable? | How Assessed? |
|--|-------------------------|------------------------------------|
| Personal Attributes: <ul style="list-style-type: none"> Ability to retain confidence and discretion. | Essential | Via references/interview |
| Other: <ul style="list-style-type: none"> No health problems which would adversely affect ability to carry out all the duties of the post. | 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, or you can call Karla, Personnel Manager at 07921056728; e-mail: karlaokane@first-housing.com

Do I have to do anything?

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