



**FIRST HOUSING**  
Aid & Support Services

## CANDIDATE INFORMATION PACK

Dear Applicant

**RE: ACCOMMODATION SUPPORT WORKER, Ramona House (Ref: ASWRH/R20/01)  
(Omagh)**

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, 1<sup>st</sup> December 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 on the basis of 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 Ramona House Project**

Ramona House is a service developed as a multi-disciplinary response for people with alcohol problems. It offers two unique services to aid and support individuals that have been impacted by excessive drinking. It provides Supported Living and an Alcohol Detox Service to male & female clients (18+) who have alcohol related issues.

Both services, which are provided within the one project, aim to promote stability in the long and shorter term and are a result of partnership working between First Housing Aid & Support Services, Supporting People, the Western Health and Social Care Trust and Oaklee Housing Association.

### ***Supported Living***

There are 4 short term beds available up to 6 months for individuals with a history of excessive drinking offering short term encouragement & assistance with the view to supporting their integration back into independent living. Aims of the Project are:

- To provide a comprehensive flexible supported housing scheme
- To facilitate appropriate assessment of mental, physical, and social circumstances
- To provide a key worker service the unit
- To provide an alternative culture to drinking
- Access to counselling services
- Living skills
- Preparation for independent living
- To enhance health & well-being
- To promote harm minimisation approaches
- To provide a focus for outreach into the community and to the clients' tenancy through Floating Support Services

Referrals to the support beds are through the NIHE and will then be assessed by the Management and Staff of Ramona House for suitability.

### ***Alcohol Detox Service***

There are 4 detox beds to support chronic drinkers' recovery in a safe environment. Service users can stay up to five days and will be assessed by a nurse from the Community Addictions Team (Monday to Friday). The Service aims are:

- To provide 24-hour observation
- To provide a safe environment for people to become sober and to withdraw from alcohol
- To facilitate access to counselling, to work with home detox and appropriate treatment services in line with addiction services, and the appointed addiction nurse
- To provide a focus for outreach into the community and to the clients' tenancy through floating support,

- To enhance health & well-being
- To promote harm minimisation approaches

All referrals for detox are made via telephone from GPs from Tyrone/Fermanagh, Tyrone County Hospital / South Western Hospital, Out of hours GP Tyrone & Fermanagh and Alcohol Liaison Nurses (South Western Hospital/Altnagelvin)



## FIRST HOUSING AID & SUPPORT SERVICES

### JOB DESCRIPTION

<b>Title:</b>	Accommodation Support Worker
<b>Reports To:</b>	Manager, Ramona House
<b>Purpose &amp; Objectives:</b>	<p>To be part of a team providing residential provision for vulnerable people with substance misuse difficulties, under appropriate shift pattern cover. Through management structures and systems, meet the accommodation needs of service users through the implementation of support procedures. These 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>	Ramona House Accommodation Project, Omagh
<b>Salary</b>	£22,400 per annum
<b>Hours Of Work</b>	37.5 hours per week 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 participate in a range of designated household tasks ensuring the smooth running of the facility.
6. To implement a key worker role for designated individuals through continuous assessment, monitoring and review processes that will contribute towards tailored packages of support and fulfil QAF objectives of Supporting People
7. To maintain written case management files under this support structure.
8. To attend regular staff meetings and monthly supervision sessions with appointed line manager.
9. To carry out monitoring of individuals under medical care, keeping concise recording of prescription drug intake.
10. To carry out enhanced monitoring and evaluation of vulnerable individuals who have been identified as 'at risk'.
11. 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.
12. To participate in the implementation of fire safety procedures on a regular and consistent basis and to adhere to our overall health and safety policy.
13. To carry out regular health and safety checks as part of daily working activities and notifying line management of any areas of concern.
14. Be willing to ensure that the Accommodation's Health and Hygiene standards are maintained and to take an active role if this is necessary.
15. To engage in training as identified through supervision support and annual appraisal. To participate in our training needs analysis through First Housing's training section.
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 that of the NIHE.
17. 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 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, Ramona House (ASWRH.R20.01)**

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 related field (minimum NVQ level II or equivalent)</li> </ul>	Essential	Via application form/appropriate certificates
<ul style="list-style-type: none"> <li>• First Aid Certificate</li> </ul>	Desirable	Via application form/appropriate certificates
<ul style="list-style-type: none"> <li>• Health and Safety Certificate</li> </ul>	Desirable	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 in the field of substance misuse difficulties/addictions.</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>• 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 individuals with alcohol misuse issues</li> </ul>	Essential	Via interview
<ul style="list-style-type: none"> <li>Knowledge of Adults at Risk/Protection from Abuse policies and procedures</li> </ul>	Desirable	Via interview
<ul style="list-style-type: none"> <li>Knowledge of the work of the statutory, voluntary agencies associated with Alcohol Addiction/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</li> </ul>	Essential	Via presentation exercise/ interview/application form
<ul style="list-style-type: none"> <li>Competent in the use of IT software such as word processing, 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



Requirement	Essential or Desirable?	How Assessed?
<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

**THIS PAGE HAS BEEN INTENTIONALL LEFT BLANK**

## **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