



**FIRST HOUSING**  
Aid & Support Services

## CANDIDATE INFORMATION PACK

Dear Applicant

**RE: CASUAL SUPPORT WORKER, ACCOMMODATION PROJECT, ARDMOULIN MEWS, BELFAST (Ref: BWAS/R34/01)**

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 CV. It will be kept separate for selection purposes.

Closing date for applications is **7<sup>th</sup> June 2024 @ 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. 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

---

Karla O'Kane  
Personnel Manager  
Enc(s)

## **Project Information**

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 city centre, Belfast) 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 for the project.

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.

## **JOB DESCRIPTION**

**Title:** Casual Accommodation Support Worker

**Reports To:** Manager

**Purpose & Objectives:** To provide cover in the absence of employed staff through rota shift cover in a residential provision with support for vulnerable service users. Through management structures and systems to 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.

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.

**Location:** Ardmoulin Mews Accommodation Project, Belfast

**Salary** £12.82 per hour (£11.44 per hour, plus £1.38 holiday pay)

**Hours of Work** As and when required.

## **MAIN TASKS AND RESPONSIBILITIES**

1. To cover rota duties that includes day, evening and overnight shifts 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 in regards to 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 carry out support sessions through planned keyworking meetings fulfilling Quality Monitoring Tool objectives of Supporting People, where required. To carry out a review of support and risk.

7. To maintain written case management files under this support structure.
8. 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.
9. 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.
10. To have a commitment to engage in training as identified.
11. To carry out regular health and safety checks as part of daily working activities. Notifying line management of any areas of concern.
12. 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.
13. Be willing to ensure that the Accommodation's Health and Hygiene standards are maintained and to take an active role if this is necessary.
14. 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**

**Casual Accommodation Support Worker (BWAS.R34.01)**

Requirement	Essential or Desirable?	How Assessed?
<b>Qualifications / Education / Training:</b> <ul style="list-style-type: none"> <li>• Basic level of written English</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>	Desirable	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
<b>Experience:</b> <ul style="list-style-type: none"> <li>• Experience of working (paid or unpaid) in accommodation or community work setting with vulnerable individuals.</li> </ul>	Desirable	Via application form/ interview/references
<ul style="list-style-type: none"> <li>• Ability to work with challenging behaviour</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
<b>Knowledge:</b> <ul style="list-style-type: none"> <li>• Knowledge of the support needs of individuals with alcohol misuse issues</li> </ul>	Desirable	Via interview

Requirement	Essential or Desirable?	How Assessed?
<ul style="list-style-type: none"> <li>Knowledge of Adults at Risk/Child Protection, 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 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 – inputting information</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
<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