



**FIRST HOUSING**  
Aid & Support Services

## CANDIDATE INFORMATION PACK

Dear Applicant

**RE: ACCOMMODATION SUPPORT WORKER, FRANCIS STREET (MATERNITY COVER POSITION)(Derry/Londonderry)(Ref: ASWFS/R26/01)**

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

**The closing date for receipt of applications is Friday, 6<sup>th</sup> June 2025 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 CV.**

If you do not have an e-mail address, please contact Karla on 02871266115

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 CV.

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 Francis Street Project**

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

Francis Street Young Persons' Project, situated in Derry/Londonderry, is a highly supportive, tolerant environment where young people, through the mechanism of an individual empathetic support plan, begin a period of self analysis and reflection leading to self autonomy and independent living within the community, where they aspire to become valued members of society.

Twenty four-hour support is provided, 365 days a year to 9 units of accommodation. There will always be someone there to talk to if needed. Backup support is available on a 24-hour basis from Foyle Trust 16+ Pathway Team, and F.H.A.S.S. Francis Street on call service.

We offer a safe environment where young people are given the space and respect needed so as they can acquire the life skills needed to maintain and sustain permanent accommodation within the community.

### **Aims:**

- To provide a safe supportive environment
- To provide a living environment that promotes a non-judgemental approach towards, respect, understanding, diversity, independence, self-sufficiency and individual responsibility.
- Support and assist each young person to develop independent living skills through advice and guidance.
- To provide advice and guidance on a range of issues, for example cooking, budgeting, social skills and sexual health.
- To provide individual time and space for one-to-one discussions, which will help young people explore and learn to resolve problem issues.
- To assist young people to develop and maintain daily living routines and essential community networks towards independent living in the community.
- To act as an advocate on behalf of the young person when addressing their career and educational needs.
- To work in partnership with Foyle Trust and Youth Accommodation Support Project to develop and review each young person's individual support package and Pathway plan.
- To liaise with voluntary and statutory organisations in order to provide the best standard of support possible to each and every service user.
- To obtain active links with local communities and "across the divide" to support the development of local networks of support for young people in the local communities to facilitate move on to permanent housing.
- To respect and understand young people's dreams and aspirations and collectively strive to achieve these.



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

### **JOB DESCRIPTION**

<b>Title:</b>	Accommodation Support Worker
<b>Reports To:</b>	Manager
<b>Purpose &amp; Objectives:</b>	<p>To be part of a team providing residential provision with a high level of support to vulnerable young people. 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>	Francis Street Accommodation Project, Derry
<b>Salary</b>	£24,696 per annum
<b>Hours of Work</b>	37.5 hours per week (average) (part time) shift rota basis (Nights)
<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 Scheme available, further details available on request

### **MAJOR TASKS AND RESPONSIBILITIES:**

1. To cover rota duties; this includes day, evening and overnight shifts.
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 including weekly updates to the named aftercare worker.

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 assume a key worker role for designated individuals through continuous assessment. To participate in monitoring and review processes that will contribute towards tailored packages of support and to initiate a support planning structure in consultation with the named aftercare worker.
7. To participate in working activities that deliver appropriate support at a pace that is in keeping with the young person's ability/readiness to do so and cultivation of self-responsibility and preparedness for permanency in the community.
8. To carry out working activities within the ethos of clear value base which respects choice, individuality, rights, privacy, and partnership working.
9. Seek to build a healthy working relationship with young people in keeping with agreed areas of pathways plan.
10. To carry out appropriate procedures and protocol that deal with high-risk behaviours, decision making and conflict situations within openness and understanding.
11. As key worker to contribute to multi-agency assessment of individual needs of the young person working, in particular, with Foyle Trust Leaving/After Care Service.
12. To encourage and nurture the potential of each young person and provide life and social skills development towards achieving adulthood and self-sufficiency.
13. To ensure appropriate support networks with voluntary, community, statutory sectors and referring agencies.
14. As key worker to actively seek to encourage user engagement and involvement in training, employment, education and positive community network opportunities with an emphasis towards neighbourhood living skills.
15. To attend regular staff meetings with the Manager.
16. To participate in staff development and performance reviews and appraisals.
17. To carry out enhanced monitoring and evaluation of vulnerable individuals who have been identified as 'at risk'.

- 18 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.
- 19 To attend monthly supervision sessions with appointed line manager.
- 20 To have a commitment 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.
- 21 To carry out regular health and safety checks as part of daily working activities. Notifying line management of any areas of concern.
- 22 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.
- 23 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 (ASWFS.R26.01)**

Requirement	Essential or Desirable?	How Assessed?
<b>Qualifications / Education / Training:</b> <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
<b>Experience:</b> <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>• 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>	Essential	Via interview

Requirement	Essential or Desirable?	How Assessed?
<ul style="list-style-type: none"> <li>Knowledge of Child Protection, 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 young people/Homelessness</li> </ul>	Desirable	Via interview
<b>Skills &amp; Competencies:</b> <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</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
<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