



**FIRST HOUSING**  
Aid & Support Services

## CANDIDATE INFORMATION PACK

Dear Applicant

### **RE: FLOATING SUPPORT WORKER (Ref: FSW/R17/01) (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 CV. It will be kept separate from your application for selection purposes.

### **The closing date for receipt of applications is:**

#### **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 form.**

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 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 Floating Support Service**

The Service aims to provide support and assistance to families and vulnerable adults who are homeless or at risk of homelessness due to housing related issues. The service provides Floating Support input to ensure that families and vulnerable adults maintain their accommodation within the community in the long term. This is achieved by offering structured support packages tailored to meet individual need. The aims and objectives of the service are to engage with the individual or family through flexible needs assessment and support planning approaches that responds to the needs and preferences of the service users.

The objectives are:

1. To assist families, vulnerable Adults and young people to secure and or maintain themselves successfully within their accommodation. Through allocated key worker links to enable homeless families, vulnerable adults and young people to acquire the skills necessary to maintain themselves in accommodation within the community.
2. To provide an accessible single point of contact.
3. To coordinate the delivery of comprehensive support packages to the identified needs of the service user and to ensure continuity of support in keeping with their assessed needs.
4. To offer mediation as a preventative measure to service users at risk of homelessness.
5. In the event of homelessness, assist service users in finding appropriate accommodation that meet their specific needs.
6. To ensure that service users have the necessary skills and support to maintain a tenancy.
7. To sign post service users to appropriate agencies to maximise their support network and ensure that their specific support needs are met.

## **ASSESSMENT OF NEED**

- The floating support workers role will be to carry out a holistic needs/risk assessment to address the support needs of the service user to address the following issues:
- The individual/family's accommodation/ housing situation and needs
- Their income/ education/ employment and training needs

- Their support networks, including links with family friends and other professionals
- Their health, both physical and mental
- Their health and safety, including both risks from others and risks they themselves might pose. Included in this is also their history of offending.
- Their use of alcohol and drugs
- Their social and leisure interests
- Their cultural and faith needs
- Independent Living Skills

The service user, via cyclical monitoring, review of need will, alongside allocated Support Worker identify areas that they feel they will need support with, these assessments address areas of:

Practical Support, looking at areas such as housing rights and responsibilities, budgeting, benefits entitlement, independent living skills and if the service user needs support to monitor repairs, make adaptations to properties due to a disability and all encompassing tenancy sustainment support.

Self Development/ Advocacy Support, looking at areas such as support when dealing with other statutory or voluntary agencies, support with building better relationships with family, support with tackling loneliness and isolation, support with building confidence and self esteem, emotional support, and building social skills.

Connecting To The Community / Opportunities, looking at areas such as, information and support to integrate into local community, Support in the resolution of neighbourhood disputes and problems with NIHE, Information on who to contact in an out of hours situation, facilitating access to health, leisure and transport, facilitate opportunities in education, training and employment.

From this information, a support plan is drawn up with the service user; this plan is individual to the individual and will offer variable levels of housing related support.

The overall ethos of the service is to enable homeless families and vulnerable adults to successfully uptake and maintain accommodation within the community. We have found as an organisation working with people who have chaotic or erratic lifestyles has led to an inability to maintain them in accommodation, thus increasing the likelihood of revolving door homelessness. The ethos of the service is to promote positive change to enable them to manage a home within the community.



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

### **JOB DESCRIPTION**

<b>Title:</b>	Floating Support Worker
<b>Reports To:</b>	Floating Support Coordinator
<b>Purpose &amp; Objectives:</b>	<p>To implement a floating support service to vulnerable young people (16-25 years) who are or have been experiencing housing difficulties and related issues, in particular those with substance misuse issues, mental health issues and those at risk of offending behaviour within the Western Health &amp; Social Care Trust area.</p> <p>To act in a professional, proactive capacity that will contribute to the strategic aims of the organisation in enhancing the wellbeing of its service users through a network of support.</p>
<b>Location:</b>	Based in Derry/Londonderry and facilitating the Northern Sector of the Western Trust
<b>Salary</b>	£24,696 per annum
<b>Hours of Work</b>	37.5 hours per week
<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 any 12 month rolling period under current terms and conditions of employment
<b>Pension</b>	Company pension available, details on request

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

1. To form relationships with vulnerable young people referred to the service, assess their needs and obtain their inclusiveness on how the service should be run.
2. Use a range of non face to face communications that best suits the needs of the service user, as well as face to face meetings in the community, where appropriate.

3. To tailor individual holistic responses to the collective family and individual needs of clients on health awareness, harm reduction, emotional, psychological, social and housing factors, at all times implementing on the organisation's Vulnerable Adults Policy.
4. Monitor service user's housing and support needs as well as reviewing plans to take account of any change.
5. Provide service users with information and encouragement to help them integrate into the local community.
6. Assist service users in sustaining and maintaining their tenancies.
7. Offer comprehensive benefits advice to client groups, ensuring that income is maximised in view of effective home management.
8. Offer advice and assistance in dealing with practical matters throughout their tenancy where required. (ie Arranging gas and electrical services, acquiring essential furniture etc.)
9. Negotiate service delivery and advocate on behalf of tenants to ensure that services are provided by statutory or voluntary health and support agencies as appropriate.
10. Visit clients regularly, building a relationship of trust, understanding and support.
11. Assisting in the resolution of neighbourhood disputes and problems, liaising with the Housing Executive when relevant.
12. Advocate for tenants and make referrals for aids and adaptations, or in the event of their property needing repair.
13. To assist in the preparation of leaflets/literature which describe the work of the Floating Support Service for prospective service users and profiling of service.
14. To maintain written case management files.
15. To attend regular staff meetings with direct line management.
16. To provide regular reports and updating on current issues to the Service Co-ordinator.
17. 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.
18. 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****Floating Support Worker, Derry/Londonderry (FSW.R7.01)**

<b>Requirement</b>	<b>Essential or Desirable?</b>	<b>How Assessed?</b>
<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 equivalent (NVQ level II)</li></ul>	Essential	Via application form/appropriate certificates
<ul style="list-style-type: none"><li>• A valid driving licence and access to a car. (if disability prohibits driving, the applicant must be able to organise suitable alternative arrangements)</li></ul>	Essential	Via application form/appropriate certificates
<b>Experience:</b> <ul style="list-style-type: none"><li>• Minimum of 2 years recent experience providing support to vulnerable young people, in particular those with substance misuse issues, mental health issues and those at risk of offending behaviour</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

Requirement	Essential or Desirable?	How Assessed?
<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 vulnerable young people (16-25 years)</li> </ul>	Essential	Via interview
<ul style="list-style-type: none"> <li>Knowledge of Vulnerable Adults/ Child Protection 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
<b>Skills &amp; Competencies:</b> <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, publisher, spreadsheets, internet and e-mail, MS Teams, Zoom, whatsapp</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
<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