

CANDIDATE INFORMATION PACK



Dear Applicant

RE: STREET OUTREACH SUPPORT WORKER, DERRY/LONDONDERRY
(Ref: NSW/R9/01)

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 CV for selection purposes.

The closing date for receipt of applications: Friday, 5th September 2025 @ 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 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 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 Night Support Service

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

The Night Support Service was set up in 2009 and continues to work in and around the city centre area of Derry/Londonderry with people who are street drinkers and are sleeping rough.

The service provides a conduit for individuals who are sleeping rough to access accommodation from all hostel providers within the city.

The service also enables links to be made to day shelter within De Paul Haven Day Shelter, located on John Street, for those people who would otherwise continue to drink on the streets.

The service works with people who are sleeping rough, persons with addictions and those who need support to access services focused on safety, security and harm minimisation.

The principle aims of the service is

- Provision of active street rescue services focused towards combating street homelessness and rough sleeping in the Derry/Londonderry area.
- Patrol in and around known hotspots for drinkers in the city and to complement the services provided by hostels.
- Provision of practical and emotional support for clients who are marginalized and distressed by their addiction.
- To enable service users to get home safely and ensure tenancy sustainment within the community.
- Reduce the visible presence of people who are drinking on the streets and ensure that they use the services of De Paul Haven Day Shelter.
- Reduce rough sleeping in the city.
- Help to minimise anti-social behaviour associated with drinking on the street.
- Work in partnership and provide a multi-agency response to needs of those who find themselves in crisis through addictions.



FIRST HOUSING AID & SUPPORT SERVICES

JOB DESCRIPTION

Title:	Street Outreach Support Worker
Reports To:	Deputy Manager
Purpose & Objectives:	To aim to end street homelessness in the city of Derry/Londonderry by providing a high quality, responsive and cost-effective street outreach service that meets the needs of people who are sleeping rough and those engaged in associated street culture within the areas. 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:	Based at 23 Bishop Street, Derry/Londonderry; working within and around the city centre area
Salary	£24,696 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. Develop, build and maintain effective relationships with people who are homeless and those engaged in associated street culture within the area. These relationships will be either through referral or on a direct street engagement basis.
2. Assess on an individual basis the risk and needs of each service user.
3. Ensure a plan of support is developed for each individual presenting in crisis.
4. Develop effective liaison with other agencies ensuring appropriate pathways are established and agreed with accommodation providers, benefit agencies, Day Shelter Services, drug and alcohol services/workers, etc to ensure best outcome for the service user.
5. Assist statutory agencies in profiling the population of people who are sleeping/drinking on the streets.
6. Contribute to effective team working and ensure professional joint working relationships with managers and staff from other agencies.
7. Assist in the collection of statistical information on the work of First Housing Night Support Service to reach deadlines as directed by the Deputy Manager.
8. To participate in recording and reporting systems regarding daily events in view of clear communication requirements.
9. To work alongside other relevant agencies such as City Centre Initiative, Social Workers, General Practitioners, Policing Services, Housing Services in the delivery of support services to the client.
10. To carry out appropriate procedures and protocol that deal with high-risk behaviours, decision making and conflict situations.
11. To maintain written case management files under support structure systems.
12. To carry out enhanced monitoring and evaluation of vulnerable individuals who have been identified as 'at risk', and ensure that such adults are reported to the appropriate agencies as a vulnerable person/s.
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 to enable partnership working that focuses on the health and future support needs of service users.
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 actively carry out audits of street activity and rough sleeping as directed by the Funder Housing Executive, and Supporting People
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**Street Outreach Support Worker, Derry/Londonderry (NSW.R9.01)**

Requirement	Essential or Desirable?	How Assessed?
Qualifications / Education / Training: • Minimum of three GCSE's at grade C or above (or equivalent) including English Language	Essential	Via application /appropriate certificates
• A relevant recognised qualification in health and social care or equivalent (NVQ level II)	Essential	Via application /appropriate certificates
• A current driving licence and have access to a car	Essential	Via application/appropriate documentation
Experience: • At least two years recent experience of working with rough sleepers/outreach work in the field of addictions/mental health or working with vulnerable homeless people with addictions/mental health	Essential	Via application/ interview/references
• Working with people that are homeless or those leading an unsettled lifestyle	Essential	Via application/interview/references
• Assessment interviewing	Essential	Via application/interview/references
• Managing a caseload	Essential	Via application/interview/references
• Providing a frontline service to the public	Essential	Via application/interview/references

Requirement	Essential or Desirable?	How Assessed?
The post holder must be able to demonstrate a good attendance/performance work record	Essential	Via application/interview/references
Ability to deliver concise recording systems and reports	Essential	Via application and interview
Ability to work effectively and meet deadlines	Essential	Via application and interview
Knowledge: Knowledge of the support needs of individuals with substance misuse issues	Essential	Via interview
Knowledge of Adults at Risk Policy and Procedure	Desirable	Via interview
Knowledge of the work of the statutory, voluntary agencies associated with Homelessness/alcohol addiction	Desirable	Via interview
Skills & Competencies: Excellent interpersonal and communication skills, particularly able to work with the public	Essential	Via interview/application/references
Competent in the use of IT software such as word processing, databases, spreadsheets, internet and e-mail	Essential	Via interview/application/references
Flexible, approachable and can work under pressure	Essential	Via references/interview
Able to work both independently and as part of a team.	Essential	Via references/interview

Requirement	Essential or Desirable?	How Assessed?
Willingness to take managerial direction.	Essential	Via references/interview
Excellent organisational skills and ability to prioritise workloads to deliver within agreed deadlines	Essential	Via interview/references
Ability to work with challenging behaviour	Essential	Via interview/references
Personal Attributes: Ability to retain confidence and discretion.	Essential	Via references/interview
Other: No health problems which would adversely affect ability to carry out all the duties of the post.	Essential	Via application 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, 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