



FIRST HOUSING
Aid & Support Services

CANDIDATE INFORMATION PACK

Dear Applicant

RE: DEPUTY MANAGER, SHEPHERD'S VIEW YOUNG PARENTS' ACCOMMODATION PROJECT
(Ref: DMSV/R3/01) (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: Friday, 27th March 2026 @ 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 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 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
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Information about our Shepherd's View Young Parents' Accommodation Project

The Shepherd's View Young Parents' Project provides supported accommodation for young parents' aged 16-25yrs. Some young parents are linked with social services, others have just left their family home due to family breakdown, some have drug and alcohol dependency, and all are homeless.

The Project has 16 self-contained fully furnished flats.

We aim to:

- Work in partnership with parents and children developing supportive relationships based on mutual respect and openness, and to offer a range of support to young parents to empower and enable them to maximise their potential as individuals and as parents by promoting opportunities which will enhance the quality of their lives and the lives of their children for them to return to their community of choice.
- Help young parents to maintain and nurture links with immediate/extended family significant others and community.
- Engage other key agencies in working in partnership with young parents towards ensuring that needs are met in a flexible and responsive manner
- Provide an environment that is not only safe, but also stimulating, happy and actively promoting the development of positive self-image with children. There is also an outside play area for parents and children to share.
- Provide opportunities for young parents to attend and participate in several activities that can take place in the Resource room e.g., movie nights, social gatherings



FIRST HOUSING AID & SUPPORT SERVICES

JOB DESCRIPTION

Title:	Deputy Manager, Shepherd's View Young Parents' Accommodation Project
Reports To:	Manager, Shepherd's View
Purpose & Objectives:	<p>The post holder will work alongside the Manager and be responsible for the effective management and delivery of Shepherds View, supported accommodation project for young parents age 16-25 and their children. Many Young Parents may have experience of Adverse Childhood Experiences (ACEs), homelessness, family breakdown, trauma, domestic abuse, poor mental health, or involvement with statutory services.</p> <p>The post holder will ensure the service provides a safe, supportive and structured living environment alongside high-quality, person-centred support that promotes stability, wellbeing, independent living skills. The ethos is to deliver housing related support and positive parenting outcomes enabling family progression into sustainable permanent accommodation.</p> <p>The post holder will support the Manager to lead the staff team, ensure compliance with contractual and regulatory requirements, and oversee service performance in line with the Supporting People Monitoring Tool. This post requires strong partnership working arrangements with the Northern Ireland Housing Executive, Supporting People and the Western Health and Social Care Trust.</p> <p>The role requires strong leadership, safeguarding knowledge, and a commitment to trauma-informed practice, underpinned by continuous service improvement.</p>
Location:	Shepherd's View Accommodation Project, Derry/Londonderry.
Salary	£28,665 per annum (Under Review)
Hours Of Work	37.5 hours per week, shift basis covering days/nights/weekends
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, details available on request

MAJOR TASKS AND RESPONSIBILITIES:

1.0 Leadership & Service Management

- 1.1 Support the Manager to manage and supervise the Accommodation Team and Support Staff (including any Family Support/Parenting Support Worker roles funded through the Trust or other partners).
- 1.2 Support the Manager in providing regular formal supervision, support, performance management, and annual appraisals in line with organisational policies.
- 1.3 Chair and facilitate staff team meetings where required, ensuring actions and service improvements are recorded and followed up.
- 1.4 Ensure a supportive, trauma-informed team culture that promotes staff wellbeing and reflective practice.

2.0 Staffing, Rotas & On-Call Responsibilities

- 2.1 Deputise for the Manager in their absence
- 2.2 Ensure the project is safely staffed on a 24-hour / 7-day basis, maintaining a robust rota system and emergency cover plans.
- 2.3 Take responsibility for ensuring appropriate cover arrangements in response to annual leave, sickness or unexpected absence.
- 2.4 Provide out-of-hours/on-call support and leadership response to serious incidents as required, in conjunction with the Manager
- 2.5 In exceptional circumstances, provide direct cover in line with operational need and service continuity.

3.0 Person-Centred Support Delivery

- 3.1 Ensure young parents receive structured, planned and consistent support through key working, support planning, risk assessment and review processes.
- 3.2 Promote and embed trauma-informed practices, recognising the impact of Adverse childhood experience ACEs on behaviour, engagement, emotional regulation and relationships.
- 3.3 Ensure residents are supported to develop independent living skills, tenancy sustainment skills, budgeting, and personal resilience.
- 3.4 Ensure robust transition planning and move-on support to suitable long-term accommodation.

4.0 Safeguarding, Child Protection & Risk Management

- 4.1 Ensure compliance with all safeguarding and child protection duties, including early identification of concerns and timely reporting.
- 4.2 Ensure staff understand and implement safeguarding procedures for both children and vulnerable adults.

- 4.3 Attend and contribute to child protection case conferences, multi-disciplinary meetings and planning meetings where required.
 - 4.4 Oversee and quality assure risk assessments, safeguarding plans, and incident management records.
 - 4.5 Ensure appropriate professional liaison with Social Services and relevant statutory agencies to support safe outcomes for families and young people.
- 5.0 Referrals, Allocations & Multi-Agency Working
- 5.1 Collaborate with the Housing Executive to manage and oversee the referral and admissions process.
 - 5.2 Ensure referrals are recorded, assessed and responded to promptly and fairly, in line with eligibility criteria, equality legislation and service capacity.
 - 5.3 Ensure Notices of Decision on referrals are communicated appropriately to referrers and relevant agencies.
 - 5.4 Maintain effective working relationships with Supporting People, Western Trust, Social Services, Education, Health, Community and Voluntary partners.
- 6.0 Health, Safety, Security & Property Standards
- 6.1 Ensure the building provides a safe, healthy and secure environment for residents, staff and visitors.
 - 6.2 Ensure health and safety systems are implemented, including routine checks, safety audits and compliance requirements.
 - 6.3 Complete or oversee fire safety procedures including fire drills, fire risk assessments and emergency planning.
 - 6.4 Ensure all accidents, incidents, near misses and safeguarding events are recorded, reported and reviewed appropriately.
 - 6.5 Ensure service standards are maintained across accommodation units, communal areas and office spaces.
- 7.0 Stock, Equipment, Maintenance & Repairs
- 7.1 Ensure appropriate inventories are completed on admission, during occupation, and on exit, and that documentation is maintained.
 - 7.2 Monitor stock control and equipment levels, liaising with Finance to maintain appropriate supplies and purchasing records.
 - 7.3 Ensure repairs and maintenance are logged, reported, and followed through to completion, with records retained.
- 8.0 Recording, Monitoring & Quality Assurance

- 8.1 Ensure support delivery is recorded consistently, accurately and promptly using First Housing internal IT system.
- 8.2 Ensure all staff are inducted and trained in the First Housing IT system as part of their onboarding
- 8.3 Monitor case recording standards, provide coaching/support to staff, and address recording gaps in a constructive manner.
- 8.4 Ensure compliance with Supporting People monitoring requirements, outcomes reporting, service audits and inspection processes.
- 8.5 Lead continuous improvement work within the project and contribute to organisational learning and best practice.

9.0 Resident Engagement & Programme Delivery

- 9.1 Facilitate resident involvement opportunities including residents' meetings, feedback processes, service reviews and consultation.
- 9.2 Encourage a supportive community environment where residents feel heard, respected and safe.
- 9.3 Support the delivery/co-ordination of group activities, wellbeing programmes, parenting support programmes, life skills training and progression activities.

10.0 Financial & Administrative Duties

- 10.1 Work in conjunction with the Manager and Finance Department to ensure appropriate procedures, petty cash controls, and accurate service records.
- 10.2 Ensure, in conjunction with the Manager, that administrative systems support effective running of the project (documentation, weekly returns, petty cash logs, service charges, rotas, records and reporting).

11.0 Reporting & Organisational Contribution

- 11.1 Provide reports and updates to the Director/Head of Operations as required, contributing to service planning and organisational objectives.
- 11.2 Contribute as required to Management Committee reports, service evaluation, and strategic development.
- 11.3 Carry out other duties appropriate to the post as required.

WORKING RELATIONSHIP WITH FIRST HOUSING

- Work as an active and supportive team member, contributing to shared workloads and service development
- Attend staff meetings, supervision and staff development activities
- Engage in training and professional development relevant to the role

- Comply with organisational policies, health and safety legislation, safeguarding standards and equality requirements
- Ensure all monitoring and recording requirements are delivered in line with the Supporting People Quality Assessment Framework
- To ensure adherence to Northern Ireland Social Care Council standards of conduct and practice (where NISCC registration is required)

PERSON SPECIFICATION

**Deputy Manager, Shepherds View Young Parents' Accommodation Project
(DMSV.R3.01)**

Requirement	Essential or Desirable?	How Assessed?
<p>Qualifications / Education / Training:</p> <ul style="list-style-type: none"> • A qualification in Health and Social Care or related field • A level 5 qualification in Managing Health and Social Care or a commitment to working towards it, to be completed within first year of employment 	Essential	Via application form/appropriate certificates
<p>Experience:</p> <ul style="list-style-type: none"> • Direct work experience of working in accommodation or community work setting with vulnerable young people 16 – 25 years and/or children 0-5 years 	Essential	Via application form/ interview/references
<ul style="list-style-type: none"> • The post holder must be able to demonstrate a good attendance/performance work record 	Essential	Via application form/interview/references
<ul style="list-style-type: none"> • Ability to deliver concise recording systems and reports 	Essential	Via application form and interview
<ul style="list-style-type: none"> • Ability to work effectively and meet deadlines 	Essential	Via application form and interview
<p>Knowledge:</p> <ul style="list-style-type: none"> • Knowledge of the support needs of young people with a range of complex issues 	Essential	Via interview
<ul style="list-style-type: none"> • Knowledge of financial management and partnership working 	Essential	Via interview
<ul style="list-style-type: none"> • Knowledge of Adults at risk, safeguarding and protection from abuse policies and procedures 	Essential	Via interview

Requirement	Essential or Desirable?	How Assessed?
<ul style="list-style-type: none"> Knowledge of the work of the statutory, voluntary agencies associated with supporting young people/Homelessness 	Essential	Via interview
<p>Skills & Competencies:</p> <ul style="list-style-type: none"> Excellent interpersonal and communication skills, particularly able to deliver information in an engaging manner to suit a variety of audiences 	Essential	Via presentation exercise/ interview/application form
<ul style="list-style-type: none"> Competent in the use of IT software such as word processing, databases, spreadsheets, internet and e-mail 	Essential	Via presentation exercise/ interview/ application form/references
<ul style="list-style-type: none"> Flexible, approachable and can work under pressure 	Essential	Via references/interview
<ul style="list-style-type: none"> Able to work both independently and as part of a team. 	Essential	Via references/interview
<ul style="list-style-type: none"> Willingness to take managerial direction. 	Essential	Via references/interview
<ul style="list-style-type: none"> Excellent organisational skills and ability to prioritise workloads to deliver within agreed deadlines 	Essential	Via interview/references
<p>Experience in developing and implementing effective rota systems</p>	Essential	Via interview/references
<p>Personal Attributes:</p> <ul style="list-style-type: none"> Ability to retain confidence and discretion. 	Essential	Via references/interview
<p>Other:</p> <ul style="list-style-type: none"> No health problems which would adversely affect ability to carry out all the duties of the post. 	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, 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