



FIRST HOUSING
Aid & Support Services

CANDIDATE INFORMATION PACK

Dear Applicant

RE: FLOATING SUPPORT WORKER, (OLDER PEOPLE) (FSWOP.R7.01)

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: Friday, 22nd May 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 CV

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

If you have a disability and, if 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.

To be eligible for this position you must complete an Access NI Enhanced Disclosure. Having a criminal record will not necessarily be a bar to obtaining a position. A copy of the Access NI Code of Practice will be made available to all applicants upon request. Copies of First Housing Aid & Support Service policies on Recruitment of Ex-Offenders & Access NI Disclosure Handling Policy are also available on demand.

This post is subject to 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 Floating Support Service

The Floating Support Service for Older People, Strabane, will work within the Objectives of The Homelessness Strategy 2022- 2027 Ending Homelessness Together. The objectives which focus on service delivery are as follows:

- To deliver support tailored to each individual that reflects their needs and maximises their full potential for independent living. The approach used will be Risk Assessment, Needs Assessment and Support Planning Processes with defined tangible outcomes.
- To use the full breadth of our experience and knowledge of delivering housing related support services to deliver on outcomes appropriate for the identified client group.
- Ensure fair access and appropriate support reflective of the needs of a diverse community pertaining to age, ethnicity, religious preference, gender, sexuality, or disability.
- Work with a broad range of other specialist agencies to deliver a Risk Assessment, Needs Assessment and Support Plan that focuses on outcomes under key strategic drivers such as: Economic Wellbeing, Being Healthy, Staying Safe, Enjoying and Achieving and making a positive contribution.
- Work within the Framework of the Supporting People Quality Monitoring Tool

The service requires the delivery of appropriate and sustainable housing support services that meet the unique individual needs of older people who will include single homeless and vulnerable individuals who may have support needs which may impact on their ability to maintain their accommodation. This may include living with physical/mental ill health issues, social isolation, lack of support networks, debt and budgeting advice, addictions, support in securing appropriate benefits, advocating with other parties. This is not an exhaustive list.

The Service will endeavour to support its client group to:

- Economic wellbeing – ensuring all benefits that service users are entitled to are received, links to employment, help with job search, and budgeting
- Enjoying and achieving – service users partake in activities, education and/or training
- Being healthy – service users are provided with information in relation to healthy eating, risks of alcohol/drug misuse, encouraged to exercise, have are registered with a GP, looking after both physical and mental health

- Staying safe – service users are informed about sexual health; mental health and the risks associated with domestic violence and know where to seek help if needed. Attending to matters relating to Health and Safety to ensure environment is safe and secure
- Making a positive contribution – service users are signposted to help with parenting, education, training, help with seeking work, volunteering opportunities and becoming involved in activities/groups



FIRST HOUSING AID & SUPPORT SERVICES

JOB DESCRIPTION

Title:	Floating Support Worker (Older People)
Reports To:	Senior Floating Support Worker
Purpose & Objectives:	<p>To implement a floating support service to vulnerable people (55+ years) who are or have been experiencing housing difficulties and related issues.</p> <p>To deliver the service in line with the Supporting People Quality Monitoring Tool ensuring the project works within an ethos of continuous improvement.</p> <p>To act in a professional, proactive capacity that will contribute to the strategic aims of the organisation in enhancing the well-being of its service users through a network of support.</p>
Location:	Based in Derry/Londonderry/working from home, with travel expected in Derry/Strabane/Limavady District Councils areas
Salary	£13,138 per annum
Hours of Work	19 hours per week, flexibly required to meet the needs of service users
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. To form relationships with vulnerable people referred to the service, assess their needs and obtain their inclusiveness on how the service should be run.
2. To tailor individual holistic responses to the individual needs of clients on health awareness, harm reduction, emotional, psychological, social and housing factors, at all times implementing on the organisation's Adults at Risk Policy.
3. Monitor service users' housing and support needs as well as reviewing plans to take account of any change.
4. Provide service users with information and encouragement to help them integrate into the local community.
5. Assist service users in sustaining and maintaining their accommodation.
6. Offer support to avail of appropriate benefits to service users, ensuring that income is maximised in view of effective home management.
7. Offer support and assistance in dealing with practical matters throughout their accommodation. (i.e. Arranging gas and electrical services, acquiring essential furniture etc.)
8. Negotiate service delivery and advocate on behalf of service users to ensure that services are provided by statutory or voluntary health and support agencies as appropriate.
9. Visit service users regularly, building a relationship of trust, understanding and support.
10. Assisting in the resolution of neighbourhood disputes and problems, liaising with the Housing Executive and other relevant agencies when relevant.
11. To monitor repairs, advocate for service users and make referrals for aids and adaptations.
12. 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.
13. To maintain case management files.
14. To attend regular staff meetings with direct line management.
15. To provide regular reports and updating on current issues to the Service Co-ordinator.

16. To develop links with voluntary and statutory agencies for the effective delivery of appropriate support and housing management.
17. To work alongside referral agencies such as N.I Housing Executive, Probation Board N.I., Foyle Health & Social Services Trust and other potential referring bodies.
18. To carry out assessment in regard to service user progress and provide information to other engaged bodies and organisations with the inclusiveness of the user.
19. To expand upon opportunities to develop an effective service.
20. To promote co-operation and understanding among community agencies and neighbourhoods, attempting to breakdown the negative attitudes that are prevalent against homeless families and vulnerable adults.
21. To provide statistical reports and analysis of recipients availing of the service.
22. 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.
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 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, (Older People) (FSWOP.R7.01)

Requirement	Essential or Desirable?	How Assessed?
Qualifications / Education / Training: <ul style="list-style-type: none"> Minimum of three GCSE's at grade C or above (or equivalent) including English Language 	Essential	Via application form/appropriate certificates
<ul style="list-style-type: none"> A relevant recognised qualification in health and social care or equivalent (NVQ level III) 	Desirable	Via application form/appropriate certificates
<ul style="list-style-type: none"> A valid driving licence and access to a car. (if disability prohibits driving, the applicant must be able to organise suitable alternative arrangements) 	Essential	Via application form/appropriate certificates
Experience: <ul style="list-style-type: none"> Minimum of 2 years recent experience providing support to families and/or singles; in particular, those with substance misuse issues, mental health issues and those at risk of offending behaviour <p>(providing support to over 55 years old, desirable but not essential)</p>	Essential	Via application form/interview/references
<ul style="list-style-type: none"> Working with people that are homeless or those leading an unsettled lifestyle 	Essential	Via application form/interview/references
<ul style="list-style-type: none"> Assessment interviewing 	Essential	Via application form/interview/references
<ul style="list-style-type: none"> Managing a caseload 	Essential	Via application form/interview/references

Requirement	Essential or Desirable?	How Assessed?
<ul style="list-style-type: none"> • Providing a frontline service to the public 	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 vulnerable individuals. 	Essential	Via interview/Application form
<ul style="list-style-type: none"> • Knowledge of Adults at Risk/ Child Protection Policy and Procedure 	Essential	Via interview/Application forms
<ul style="list-style-type: none"> • Knowledge of the work of the statutory, voluntary agencies associated with Homelessness 	Desirable	Via interview
<p>Skills & Competencies:</p> <ul style="list-style-type: none"> • Excellent interpersonal and communication skills, particularly able to work with the public 	Essential	Via interview/application form/references
<ul style="list-style-type: none"> • Competent in the use of IT software such as word processing, databases, publisher, spreadsheets, internet and e-mail 	Essential	Via interview/ application form/references
<ul style="list-style-type: none"> • Flexible, approachable and can work under pressure 	Essential	Via references/interview

Requirement	Essential or Desirable?	How Assessed?
<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
<ul style="list-style-type: none"> • Ability to work with challenging behaviour 	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