



**FIRST HOUSING**  
Aid & Support Services

## CANDIDATE INFORMATION PACK

Dear Applicant

**RE: MENTAL HEALTH RESETTLEMENT OFFICER (Ref: MHRO-R4-01)**  
**(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, 17<sup>th</sup> July 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.

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)

We are an Equal Opportunities Employer

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  
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## **Information about our Resettlement Service**

Our resettlement supported housing services offers accommodation and support to individuals with enduring mental health difficulties to ensure they are given the opportunity to live a full and independent life within their community.

Resettlement support will commence when a referral has been made. A tailored support package will be provided in response to an assessment carried out by a Resettlement Officer, with the participation of the individual and other relevant agencies. Needs can be identified and support and assistance will be offered to enable individuals to sustain their tenancies, such as:

- Practical living skills i.e. cooking budgeting
- Social skills
- Life skills
- Personal needs i.e. self-esteem/confidence
- Physical / Mental Health
- Leisure
- Employment/Education/Training
- Links to more specialised services, if required
- Liaise with other professionals on behalf of the individual.



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

### **JOB DESCRIPTION**

<b>Title:</b>	Resettlement Officer (Mental Health)
<b>Reports To:</b>	Senior Resettlement Officer
<b>Purpose &amp; Objectives:</b>	To be part of a team providing support to individuals with enduring mental health difficulties to ensure they are given an opportunity to live a full and independent life within their community.
<b>Location:</b>	Derry/Londonderry (working from home) with travel expected within the Western Health and Social Care Trust area.
<b>Salary</b>	£25,930 per annum
<b>Hours Of Work</b>	37.5 hours per week, (Mon – Fri)
<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 available on request

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

1. To carry out home visits, as a lone worker, on a regular basis to assess the progress of service user, fulfilling the quality objectives of Supporting People.
2. To carry out a review of support and risk as instructed.
3. To form relationships with individuals referred to the service, assess their needs and obtain their inclusiveness on how the service should be run.
4. To develop links with Community Mental Health Specialists in communicating the benefits of resettlement services through on-going interagency working.

5. To develop support plans in conjunction with the service user and all other support networks.
6. Monitor service user's housing and support needs as well as reviewing plans to take account of any change.
7. Provide service users with information and encouragement to help them integrate into the local community.
8. Offer comprehensive benefits advice to client groups, ensuring that income is maximised in view of effective home management.
9. Offer advice and assistance in dealing with practical matters throughout their tenancy. (ie Arranging gas and electrical services, acquiring essential furniture etc.)
10. 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.
11. Visit service users regularly, building a relationship of trust, understanding and support.
12. Assist in the resolution of neighbourhood disputes and problems, liaising with the Housing Executive when relevant.
13. Advocate for tenants and make referrals for aids and adaptations, or in the event of their property needing repair.
14. To assist in the preparation of leaflets/literature which describe the work of the Resettlement Service for prospective service users and profiling of service.
15. To provide regular reports and updating on current issues to the Senior Resettlement Officer
16. To participate in recording and reporting systems regarding daily events in view of clear communication requirements.
17. To read and understand all First Housing policies and standards and implement these within the service.
18. To maintain written case management files under this support structure.
19. To maintain confidential and accurate records of all work undertaken and comply with recording standards of First Housing.
20. To participate in the implementation of fire safety procedures on a regular and consistent basis. To carry out regular health and safety checks as part of daily working activities, notifying line management of any areas of concern.

21. To work within a multi-agency setting.
22. To respect our policy and ability to demonstrate commitment and application, of Equal Opportunities and Anti-Discriminatory Practice.
23. 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.
24. To carry out other duties of 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/anti-discriminatory practice.
- 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**

**Resettlement Officer, (Mental Health) (MHR)-R4-01-01)**

Requirement	Essential or Desirable?	How Assessed?
<p><b>Qualifications / Education / Training:</b></p> <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 III) OR relevant equivalent qualification in Social Work, Community Work, Housing Care or Community Mental Health</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
<p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>Minimum of 2 years recent experience providing support to vulnerable individuals within a community, voluntary or statutory sector who have or are experiencing mental health problems.</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

Requirement	Essential or Desirable?	How Assessed?
<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
<p><b>Knowledge:</b></p> <ul style="list-style-type: none"> <li>Knowledge of public and voluntary sector structures particularly at it relates to mental health issues</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
<p><b>Skills &amp; Competencies:</b></p> <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</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

Requirement	Essential or Desirable?	How Assessed?
<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
<ul style="list-style-type: none"> <li>Ability to work with challenging behaviour</li> </ul>	Essential	Via interview/references
<p><b>Personal Attributes:</b></p> <ul style="list-style-type: none"> <li>Ability to retain confidence and discretion.</li> </ul>	Essential	Via references/interview
<p><b>Other:</b></p> <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 02871266115; 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