



FIRST HOUSING
Aid & Support Services

CANDIDATE INFORMATION PACK

Dear Applicant

RE: FLOATING SUPPORT WORKER. (DERRY DIME SERVICE). DERRY/LONDONDERRY (Ref: FSWD/R1/01)

Thank you for your enquiry in respect of the above position. Enclosed you will find your candidate information pack which includes:

- Summary Information of the project
- Job Description, which includes:
 - Summary of Role
 - Person Specification
- Privacy notice

Please send your completed CV to sineadmcfadden@first-housing.com

Closing date for applications is **18th September 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 Sinead 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 based on the enclosed person specification. You should therefore address all criteria listed in the person specification when you are submitting your application.

This post will be subject to an Access NI check and compulsory registration with the Northern Ireland Social Care Council.

Thank you for your interest in the work of First Housing Aid & Support Services, we look forward to receiving your completed application.

Yours faithfully

First Housing HR Team
Enc(s)

Derry DIME Service Information

Our Derry DIME Service provides intensive 24/7 management support for 40 units of accommodation specifically designed for individuals experiencing chronic homelessness and associated complex issues. We adopt a client centred approach, prioritising tenancy sustainment, through a high tolerance, low threshold model. Our frontline interventions are tailored to the unique needs of each individual, encompassing homelessness, mental health, addiction, abuse, trauma, offending behaviours and exploitation.

Outcomes for Individual Service Users

The overarching outcomes envisioned for individual service users encompass a multifaceted approach aimed at promoting holistic well-being, social integration, and tenancy sustainment. These outcomes include:

- Facilitating access to high tolerance, low threshold accommodation tailored to individual needs.
- Fostering greater self-awareness and understanding of personal circumstances.
- Empowering service users through active participation in risk and needs assessments, emphasizing choice and control.
- Proactively identifying and mitigating emerging risks while nurturing trusting relationships.
- Providing support to navigate barriers to essential services and fostering community belonging.
- Encouraging engagement in education, employment, or volunteering opportunities.
- Promoting physical and mental health management and financial literacy.
- Ensuring the dignity, rights, and cultural sensitivity of each service user.
- Coordinating comprehensive support networks to address individual needs effectively.
- Consistency of well-trained staff in tune with the needs of service users requiring intensive support
- Ability to navigate barriers to other services.
- A focus on potential and strengths.
- Proactive encouragement to help individuals access addiction, mental health services, therapeutic services and other appropriate services based on assessment of need.
- Help with budgeting, managing finances and welfare benefits.
- Sustainment of tenancy avoiding eviction.
- Development of practical life skills



FIRST HOUSING AID & SUPPORT SERVICES

JOB DESCRIPTION

Title:	Floating Support Worker
Reports To:	Manager
Purpose & Objectives:	To implement a high support floating support service to homeless individuals who are currently living in temporary accommodation or are identified as chronic homeless; in particular, those with challenging behaviour, substance misuse issues, mental health issues and those at risk of offending behaviour within the Derry/Londonderry area. 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.
Location:	Derry/Londonderry
Salary	£27,659 per annum
Hours of Work	40 hours per week, shift basis to include nights and 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 on request

MAJOR TASKS AND RESPONSIBILITIES:

1. To form relationships with those eligible to receive the service, assess their needs and obtain their inclusiveness on how the service should be run.
2. To tailor individual holistic responses to needs of service users 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 user's 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 vulnerable service users in becoming tenancy ready.
6. Offer comprehensive benefits advice to service users.
7. Offer advice and assistance in dealing with practical matters in acquiring a tenancy. (ie Arranging gas and electrical services, acquiring essential furniture etc.)
8. Negotiate service delivery and advocate on behalf of service user 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 when relevant.
11. Advocate for service users and make referrals for aids and adaptations, or in the event of their property needing repair.
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 written 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 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.
17. 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, (FSWD.R1.01)

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 form/appropriate certificates
A relevant recognised qualification in health and social care or equivalent (NVQ level II)	Essential	Via application form/appropriate certificates
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: Minimum of 2 years recent experience providing support to service users; in particular, those with challenging behaviour, substance misuse issues, mental health issues and those at risk of offending behaviour	Essential	Via application form/interview/references
Working with people that are homeless or those leading an unsettled lifestyle	Essential	Via application form/interview/references
Assessment interviewing	Essential	Via application form/interview/references
Managing a caseload	Essential	Via application form/interview/references
Providing a frontline service to the public	Essential	Via application form/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 form/interview/references
Ability to deliver concise recording systems and reports	Essential	Via application form and interview
Ability to work effectively and meet deadlines	Essential	Via application form and interview
Knowledge: Knowledge of the support needs of vulnerable service users	Essential	Via interview
Knowledge of Adults at Risk/ Child Protection Policy and Procedure	Desirable	Via interview
Knowledge of the work of the statutory, voluntary agencies associated with Homelessness	Desirable	Via interview
Skills & Competencies: Excellent interpersonal and communication skills, particularly able to work with the public	Essential	Via interview/application form/references
Competent in the use of IT software such as word-processing, databases, internet and e-mail	Essential	Via interview/ application form/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
Willingness to take managerial direction.	Essential	Via references/interview

Requirement	Essential or Desirable?	How Assessed?
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 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 02871266115; e-mail: karlaokane@first-housing.com

Do I have to do anything?

No, this is just information; you don't have to do anything