



Job Title:	Weekend Support Worker (One Year Fixed-Term Contract) x 2 posts
Accountable to:	Deputy Hosford Manager
Salary:	£15,008 p.a. pro-rata
Department:	Skainos Square, 239 Newtownards Road, Belfast
Hours of work:	15 hours per week post based on a rotational shift pattern working on Saturday and Sunday (no night shift working is required)
Expenses:	An allowance is paid in respect of mileage undertaken in the course of business
Leave:	20 days plus 12 statutory days (pro-rata)
Pension:	National Employment Savings Trust (NEST) Pension Scheme
Health Care:	An employee health care plan is available after successful probation
Date:	June 2017
Probation:	The post is subject to a 6 month probationary period

Background

East Belfast Mission has operated as a charity since 1985. Working to renew and transform the East Belfast community, EBM offers a range of services and works in partnership with other charities, organisations, churches and funding bodies.

Hosford is the homeless project of East Belfast Mission providing support and shelter for the last 20 years. We provide two main services:

Homeless hostel accommodation

We have a total of twenty six beds for single men and women aged between 17- 65. Our accommodation is of a high standard and involves several different options (including move on apartments) depending on the needs of our clients. We also offer twenty-four hour support and a support worker to help clients move to independent accommodation.

Tenancy Support Service

Providing practical and emotional help for those living independently but encountering problems and for homeless people or those who are at risk of becoming homeless.

Our aim is to prevent homelessness. We do this by helping people to develop their skills and their ability to deal with everyday problems. We can visit people in their homes or in the community and our support lasts up to 2 years.

Throughout our service Hosford aims to:

- Provide a safe and caring environment for people to rebuild their lives and recover from the traumas they have experienced.
- Support people to make positive changes
- Encourage personal development and achievement of goals.

Job purpose

The Weekend Support Worker will work as part of the team to provide an effective 24 hour case management support service (accommodation, transition into the community and within the community) as required.

Main Responsibilities and Accountabilities

Ensure the needs of Service Users, within the hostel and community are effectively met. Promoting independence through support, development and progression.

- To meet key performance indicators to support the achievement of the departmental plan as required by Supporting People
- To provide support and advice to service users
- To work creatively and proactively to remove barriers to clients achieving independence and managing their own tenancy
- To support clients to increase their independent living skills
- To manage risk within the service appropriately and to apply a harm reduction approach
- To liaise effectively with Keyworkers and Management re the needs and risk of clients to ensure the best support possible is provided.
- To ensure that the Referral, Acceptance and Induction process for residents is undertaken in accordance with EBM Procedures
- To liaise with external agencies where appropriate, to ensure the co-ordination and integration of services, and maximise opportunities
- To contribute to the harmonious inter-action with and between Service Users, dealing appropriately with disruptive and/or abusive behaviour, concerns they raise, complaints and grievances, notifying the Homelessness Services Manager of any actions or issues
- To record and maintain accurate written records and ensure all databases are kept up to date with accurate and reliable data in line with legal obligations
- To maintain the confidentiality of information in line with organisational and legislative requirements
- To advise the Homelessness Services Manager of issues or concerns which may impinge on the smooth running of the service

Creating a positive and homely atmosphere at the service throughout the weekend

- To work with service users and staff to ensure the hostel is a positive environment
- To have a flexible and proactive approach responsive to clients' needs.
- To help create; house meals, film nights, games etc. as appropriate depending on the needs of clients

Performance management

- To participate in regular supervision to: receive support, increase knowledge, identify training needs, evaluate work performance, aid and assess professional development
- To attend staff development programmes, training courses, seminars and workshops as required.

Effective monitoring and management of organisational resources

- To ensure the effective and efficient use of organisational resources at all time
- To monitor and advise on levels of stocks

- To effectively maintain all recording systems employed by the service, including financial transactions and petty cash
- To support fundraising activities as required

Ensure all Health and Safety and the Promotion of Good Housekeeping Practices

- To contribute at all times to the physical cleanliness and general condition of the hostel
- To adhere to the EBM Health and Safety Policy at all times
- To record and report any defects and or accidents in the hostel
- To act as Fire Warden and/or First Aid Person if designated.
- To support the undertaking of Health and Safety risk assessments, as appropriate and the implementation of any agreed actions.
- To ensure awareness and adherence to the Lone Working Policy

Participate in the shift system and the On Call Rota

- To participate in the shift rota, to ensure adequate staffing levels

Other Responsibilities

- To be responsible for the hostel in the absence of the management in accordance with agreed parameters.
- To prepare and submit reports as requested to the Homelessness Services Manager as required
- To attend and contribute to regular staff meetings as required
- To contribute to promoting an environment where equality of opportunity, anti-discriminatory practice, diversity, individual rights and choice are promoted in accordance with EBM principles, policies and procedures.
- To promote EBM's mission, values, aims and objectives and ensure all organisational Policies and Procedures and Staff Code of Practice are followed at all times.
- To carry out all other reasonable duties as may be from time to time.

PERSONNEL SPECIFICATION

Criteria		Essential/ Desirable
Qualifications	NVQ Level 3 in a relevant vocational area e.g. care, housing, or equivalent	D
Experience	6 months recent relevant experience in working with people in specialist housing, residential work, floating support or another supportive environment	E
	Understanding of the Social Security Benefits Systems	E
	Understanding of the Voluntary Sector	E
Knowledge & Skills	A clear understanding of the role of a Support Worker	E
	A clear understanding of the needs of the Service User Group	E
	Ability to promote independent living skills and independence for service users to be self-managing	E
	An ability to manage risk, use a harm reduction approach, and deal with incidents	E
	The skills and ability to create a homely, safe, and welcoming environment	E
	Have excellent interpersonal and communication skills and the ability to work in a changing environment where sound judgment is required	E
	Demonstrated ability to work as part of a team	E
	Good computer skills – ability to use Microsoft suite of packages	E
	An understanding of the Quality Assessment Framework of Supporting People	E
Other	A clear understanding of the ethos of the East Belfast Mission	E

This position gives the post holder access to children and/or young people and vulnerable adults and will therefore be required to disclose details of any criminal convictions, including spent, bind-over orders and cautions in accordance with the Access NI Vetting and Barring Scheme and our organisation's Children and Vulnerable Adult's Protection Policy and Procedure. An AccessNI check will be carried out, and in applying for this position, you are in agreement for the organisation to carry out this necessary check.

East Belfast Mission is an Equal Opportunities Employer



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