



A homeless support project of East Belfast Mission



ROLE PROFILE

Job Title:	Casual Relief Support Workers
Accountable to:	Hostel Manager
Hours:	8 a.m. – 10 p.m. dependent on the availability of shifts
Hourly Rate:	£7.50 per hour plus casual holiday accrual – 12.07% per hour
Location:	Skainos Square, 239 Newtownards Road, Belfast
Date:	December 2017

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

Practical and emotional help for those living independently but encountering problems and homeless people or those 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

To contribute to the general care and welfare of the service users under the direction and supervision of the Support staff.

Main Responsibilities and Accountabilities

- To provide shift cover for holidays, staff training/meetings and for sickness at short notice
- To assist and support the staff team in ensuring the smooth running of the hostel
- To assist in creating a homely atmosphere within the hostel
- To encourage the service users to be as independent as possible
- To contribute appropriately to the care and safety of service users of Hosford
- To be available to listen and talk to service users
- To participate in involving service users in recreational, social and life skills activities
- To accompany service users and staff, where appropriate, to locations outside the hostel
- To control access to the hostel
- To ensure that the hostel is well maintained and tidy in cooperation with service users and staff
- To maintain a record of the events that take place during the shift
- To report any untoward incidents, e.g. falls, accidents, complaints etc. to Support Staff
- To adhere to the ethos of Hosford on all matters
- To ensure adherence to all health and safety regulations and EBM policies and procedures
- To ask questions and suggest ideas that help staff to continue to provide an excellent service
- Any other duties conducive to the effective operation of the post and deemed to be within the post holder's competencies

Personnel Specification

Essential

- Six month's experience in the field of homelessness or residential care or equivalent. Acceptable equivalent experience may be considered as youth/community work, mental health work
- Have excellent life and communication skills and the ability to work in a changing environment where sound judgement is required
- Demonstrated ability to work as part of a team and on own initiative
- Basic knowledge of Health and Safety and security issues in a residential establishment
- Ability to demonstrate a clear understanding of the support needs of service users
- An understanding of the voluntary sector

Desirable

- Qualification in a related subject
- An understanding of the development and role of Support Plans

Additional Notes

This Role Profile is an accurate reflection of the job at the time of review. As with any position, the role may be subject to change to meet the needs of the post. All prospective

changes will be discussed with the post-holder as part of the organisation's performance management arrangements.

This position may give the post-holder access to children and/or young people and vulnerable adults, and therefore may be subject to disclosure background check 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 Access NI check will be carried out prior to any employment.

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