

## Role Profile

### Common Points for all Roles

Specific role profiles have been developed for each role in South East Simon Community, which outline the objective, key tasks, performance indicators and skills, required. South East Simon Community requires that any person who wishes to work, in any capacity, within the Community should also know and observe South East Simon Community's values and practice including:

- Encourage community members to participate in the community
- Understand the empowerment model and implement it.
- Understand and observe Health and Safety standards and practices.
- Adhere to boundaries, respect confidentiality etc.
- Maintain Professional and Ethical standards of Practice
- Participate in the development and implementation of best practice community policy, practices and procedures.
- Promote equal opportunity policies.
- Attend and be punctual when scheduled for attendance.
- Attend and participate in team and Community meetings.
- Attend and participate in Training
- Be flexible in providing cover in other community projects when the need arises.
- Be empathetic when dealing with people in personal crisis.
- Maintain good Self-Care and manage their time well.

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### What we offer:

- ✓ Five weeks' annual leave
- ✓ Time off in lieu (TOIL) system in place
- ✓ Pension Scheme membership
- ✓ Excellent peer support
- ✓ A positive and welcoming environment
- ✓ Wellbeing supports
- ✓ Cycle to work scheme
- ✓ Sick Pay Policy

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**Role Title:** Housing First Project Worker

**Location:** Waterford

**Objective:** Support people who are sleeping rough and/or experiencing long-term and multiple exclusion homelessness to move into secure, permanent housing at the earliest opportunity, without preconditions for sobriety or treatment compliance. Support people prior to, during, and following their move through Case Management and Key Working, to build their capacity to meet their goals, address their support needs, and sustain their housing.

**Key Tasks:**

**Making Contact:**

- Work collaboratively with other agencies engaged in Outreach and Emergency accommodation services, to establish and maintain contact with people in Waterford who are sleeping rough and/or experiencing long-term and multiple exclusion homelessness.
- Follow up on referrals received and through the Homeless Action Team (HAT).
- Advise people of the supports available through the Housing First Service and how Housing First differs from other approaches.
- Signpost people to more appropriate services where necessary.
- Ensure consent for record-keeping, information-sharing, referral and advocacy prior to proceeding with any of those activities.

**Housing Assessment, Access and Allocation:**

- Assess the urgency of the person's housing need by use of agreed tools for prioritisation.
- Identify any risks to the person or to others which would eliminate a particular area or type of housing or which would require the implementation of a plan to minimise risks.
- Establish what housing options will be available to the person by determining the person's eligibility for Local Authority allocations, RS/HAP/RAS housing assistance, and Social Welfare payments, and facilitate participants in accessing same.
- Wherever possible, offer people choices in terms of housing allocations, and honour their decisions and right to self-determination.
- Communicate with team members, including Team Leader and Head of Housing, to make recommendations around allocations and to advise of any concerns arising.
- Adhere to the Housing First approach to allocations, which does not impose preconditions relating to sobriety, treatment compliance, or wellness, and which includes a commitment to the re-housing of participants whose tenancies have broken down.
- Provide general housing information and advice to the participant and facilitate access to mainstream or specialist housing information and advice.
- Support participants in identifying housing preferences and options
- Advocate / liaise with DEASP and LA to facilitate application processes for housing.
- Organise and attend viewings of housing available.
- Act as liaison with landlords, explaining lease agreements, rights and responsibilities, managing tenancies in crisis, explaining of the Residential Tenancies Act as needed.

**Key Working, Support Plans and Case Management:**

- Work with the tenant to devise and regularly review support plans with the understanding that the type, level and duration of support provided should be determined by the tenant.
- Ensure access to Health Services as appropriate. Identify any urgent or immediate health needs and refer as appropriate to medical, mental health, addiction and counselling services.
- Identify other agencies that the person is involved with for support and, with permission, make contact with them in order to establish a Case Management approach. Where appropriate, take on the Case Manager role in relation to the shared support plan.
- Organise and attend inter-agency meetings as appropriate to support and progress the shared support plan.
- Work with the person to identify areas for support which may include: Physical and Mental Health, Independent Living Skills, Substance Use / Addiction Support, Education, Employment and Training goals, Family / Child Contact and other issues which impact upon the person's well-being and housing stability.
- Use skills such as motivational interviewing to work with the person toward considering options for positive changes

- Facilitate and encourage accessing both specialist and mainstream medical /mental health services, addiction and counselling as appropriate.
- Provide assistance in form filling, medical card, social welfare benefits, housing entitlements.
- Provide home visiting (where possible in the context of risk assessment) and carry out practical support as needed to help the person to build independent living skills and coping strategies as needed.
- Work with the person according to their wishes and preferences to maintain and/or build a social network / contacts and relationships with family and friends
- Assist people in building the competence and capacity to meet their own personal needs: e.g. personal hygiene, cooking skills, laundry, budgeting, diet and healthy living, sexual health etc.
- Assist and advise the participant in building positive relations with neighbours including avoidance or resolution of disputes.

### **Addressing problems and tenancy breakdown**

- Ensure that tenants know their rights and responsibilities, are familiar with the Residential Tenancies Act (RTA) and make informed decisions regarding actions which may threaten their tenancy.
- Work closely with the tenant as well as with team members, specialist staff, supervisor, landlord and other support agencies as appropriate to identify issues which may threaten the person's housing stability and to coordinate a plan to address those issues.
- Support the person through difficulties and advocate for his/her needs while working proactively to maintain positive links between the organisation and property owners, neighbours, and other voluntary and statutory services.
- In the event that a tenant loses his/her housing, continue to work with the person according to his/her support plan, and work toward re-housing at the earliest opportunity. When appropriate, review the circumstances leading to housing loss with the person and agree a plan to prevent tenancy breakdown in the future.

### **Induction to Accommodation:**

- Visit properties with prospective tenants and insofar as is possible (depending on source of housing), ensure that housing is of a good and clean standard at move-in and has all essential equipment.
- In the case of Cork Simon or social rental properties, provide the person with an introduction to the property and, if needed, the local area amenities, shop, etc.
- Provide details of the accommodation, tenancy agreements
- Advise of Fire & Health & Safety equipment and regulations etc.
- Explain the model of service and the roles and responsibilities of the staff and tenants

### **Accommodation:**

- Advocate with external agencies for the provision of appropriate housing
- Report defects in housing and have them repaired quickly.
- Maintain positive relationships and communication with property owners involved in social rentals or private rentals to which Cork Simon refers tenants.
- Adhere as closely as possible to the principle of separation of housing and support functions within available resources, while maintaining flexibility to carry out duties where necessary to support tenants in maintaining tenancies.

### **Finance:**

- Account for petty cash and record receipts for any money spent
- Work with Housing Officers and administrative colleagues to address any rent arrears or issues around payment

- Ensure uptake of correct benefits and entitlements.

**Record Keeping:**

- Maintain accurate, objective, professional and up to date records tenant's files
- Generate the required statistics for Cork Simon and for statutory agencies
- Maintain current records on PASS for everyone in your caseload.
- Provide weekly, monthly, quarterly or annual reports as requested by Team Leader, Head of Housing, Director/ BOD and/or Statutory funders.
- Engage with and support the evaluation of the project as required.

**Team Work:**

- Participate in, and report to Homeless Action Team meetings as requested.
- Work as part of a team to reach the overall objectives of Cork Simon Community, while managing own caseload.
- Help to develop best practice and work within these guidelines.
- Work with all areas and services of Cork Simon as needed.
- Support colleagues, including Full-Time and Part-Time Volunteers and students.
- Provide Supervision to appropriate staff members and volunteers as requested.
- Carry out any other appropriate work as requested by the supervisor.
- Provide cover in other projects as necessary
- Participate in, and report to, weekly team meetings
- Act as a collaborative member of an interdisciplinary case management and specialist support team comprising colleagues from across Cork Simon, and external voluntary and statutory agencies.
- Attend internal and external meetings, team meetings, working groups and planning days.
- Develop and maintain positive and mutually beneficial work relationships and partnerships with other agencies, both voluntary and statutory ensuring good communication and minimise obstacles to support, services, and accommodation.

**Health & Safety:**

- Staff must make themselves aware of health & safety policies affecting the workplace and to conform to regulations regarding safe practices and the use of safety equipment.
- Comply with no smoking rules, use of protective clothing, glasses, gloves or footwear etc. where deemed necessary by Cork Simon Community.
- Comply with all health & safety standards and work with due regard their own safety and the safety of others.
- Participate in courses pertaining to health & safety and manual handling.
- Ensure up to date Children First training and take action where necessary, including liaising with Social Workers and making Child Protection reports.

**Fire Safety:**

- Ensure familiarity with fire equipment and evacuation procedures in all SESC properties.
- Show new tenants how to locate and use fire equipment, all routes out of the property, and how to contact emergency services as part of the induction for new tenants.
- Support the Housing Officer and other staff, or fill in as needed, to ensure fire safety as a top priority across all locations.

**Personal Development:**

- Participate in supervision meetings and communicate with supervisor about any difficulties or challenges in the role.

- Attend trainings as advised by supervisor or statutory funders.
- Engage in reflective practice to ensure learning from challenging situations.

**Key Performance Indicators:**

- Moves from Long Term / Multiple Exclusion Homelessness into Housing
- Housing Retention Rates
- Responsiveness to tenants' changing needs and challenges
- Continued engagement with participants whose tenancies have broken down
- Successful rehousing of tenants where tenancies have broken down
- Positive participant feedback
- Positive relationships with Landlords / Property Owners / Approved Housing Bodies
- Positive relationships with colleagues, and with other statutory and voluntary agencies
- Critical incidents managed successfully
- Accuracy & quality of records and statistics
- Demonstrated commitment to the Housing First / rights based approach
- Active participation in training, team meetings, planning, problem solving
- Successful collaboration with and support to colleagues in various roles

Supervisor: South East Services Manager

**PERSONAL SPECIFICATION**  
***Housing First Project Worker (South East Simon Community)***

<b>Specification</b>	<b>Essential</b>	<b>Desirable</b>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Social Exclusion</li> <li><input type="checkbox"/> Complex Support Needs</li> <li><input type="checkbox"/> Challenging behaviour</li> <li><input type="checkbox"/> Advice and Information Provision</li> <li><input type="checkbox"/> Drugs/Alcohol and addiction</li> <li><input type="checkbox"/> Cycle of relapse and recovery</li> <li><input type="checkbox"/> Harm reduction</li> <li><input type="checkbox"/> Mental illness and recovery</li> <li><input type="checkbox"/> Social welfare system</li> <li><input type="checkbox"/> Housing Assistance Structures – Rent Supplement / HAP / RAS</li> <li><input type="checkbox"/> Homeless Prevention</li> <li><input type="checkbox"/> Relevant benefits and services, e.g. for older people, people with disabilities etc., and how to access them</li> <li><input type="checkbox"/> Good Care and Case Management Practice including:               <ul style="list-style-type: none"> <li>- Non-Judgemental Approach</li> <li>- Confidentiality</li> <li>- Needs, client led</li> </ul> </li> <li><input type="checkbox"/> Good boundaries</li> <li><input type="checkbox"/> Health and Safety</li> <li><input type="checkbox"/> Housing First / Housing Led ethos and programme characteristics</li> <li><input type="checkbox"/> Cork Simon ethos and values</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Homeless Services</li> <li><input type="checkbox"/> Homelessness and Housing Policy</li> <li><input type="checkbox"/> Range of responses, treatment models and addiction services</li> <li><input type="checkbox"/> Recovery orientation</li> <li><input type="checkbox"/> Housing Referral processes – local Approved Housing Bodies</li> <li><input type="checkbox"/> Lone Working Risk Management</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Very strong organisational skills, time management, work planning</li> <li><input type="checkbox"/> Advice and Information provision, Advocacy               <ul style="list-style-type: none"> <li><input type="checkbox"/> High Level of Communication Skills</li> <li><input type="checkbox"/> Interpersonal Skills</li> <li><input type="checkbox"/> Listening Skills</li> <li><input type="checkbox"/> Care Planning/assessment /Case Management/Key Working</li> <li><input type="checkbox"/> Record Keeping/report writing</li> <li><input type="checkbox"/> Problem solving/decision making</li> <li><input type="checkbox"/> Developing rapport with service users</li> <li><input type="checkbox"/> Handling challenging behaviour in an appropriate way</li> <li><input type="checkbox"/> Conflict resolution/negotiation</li> <li><input type="checkbox"/> IT skills</li> <li><input type="checkbox"/> Motivate, facilitate and empower</li> <li><input type="checkbox"/> Risk Assessment</li> <li><input type="checkbox"/> Crisis Intervention</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> PASS system</li> </ul>

<p><b>Ability</b></p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> To work under pressure</li> <li><input type="checkbox"/> To work as part of a team</li> <li><input type="checkbox"/> To keep statistics</li> <li><input type="checkbox"/> To liaise with addiction specialists / treatment centres / Social work/health professionals and other bodies</li> <li><input type="checkbox"/> Empathise</li> <li><input type="checkbox"/> To take direction</li> <li><input type="checkbox"/> To work independently and self-motivate</li> <li><input type="checkbox"/> To self-care</li> <li><input type="checkbox"/> To keep clear, objective and professional records</li> <li><input type="checkbox"/> To be flexible in working to meet the broader goals of the team and the organisation outside of individual case load.</li> </ul>	
<p><b>Experience</b></p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Two year's previous experience in a similar role</li> <li><input type="checkbox"/> Case Management and Key Working</li> <li><input type="checkbox"/> Work within a voluntary/statutory agency working with marginalized groups e.g. homeless people, prisoners, ex-prisoners, care leavers, travellers</li> <li><input type="checkbox"/> Experience in an advocacy and referral role</li> <li><input type="checkbox"/> Working with people with addictions including those with mental health issues / dual diagnosis</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Previous experience of working with homeless people</li> <li><input type="checkbox"/> Previous experience of working with people sleeping rough, long-term homeless, and with complex support needs</li> </ul>
<p><b>Qualifications</b></p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Third level degree in a relevant field</li> <li><input type="checkbox"/> Drug and alcohol training</li> <li><input type="checkbox"/> Mental health training</li> <li><input type="checkbox"/> First Aid</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Housing First training</li> <li><input type="checkbox"/> Training in mental health issues</li> <li><input type="checkbox"/> Safer injecting training</li> <li><input type="checkbox"/> Certificate in Addiction Studies (MQI, Arbour House or equivalent)</li> <li><input type="checkbox"/> Training in case management/key working</li> <li><input type="checkbox"/> Full clean driving licence</li> </ul>
<p><b>Personal Attributes</b></p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Personal belief in rights-based housing provision, recovery orientation, Simon Community's ethos and the Housing First approach</li> <li><input type="checkbox"/> Non-judgemental understanding of addiction</li> <li><input type="checkbox"/> Belief in the potential of recovery for people of diverse backgrounds, challenges and personal circumstances</li> <li><input type="checkbox"/> Use own initiative</li> <li><input type="checkbox"/> Flexible to the working environment</li> <li><input type="checkbox"/> Sensitive, Patient</li> <li><input type="checkbox"/> Creative Problem Solver</li> <li><input type="checkbox"/> Reliable, Punctual, Assured Manner, Confident</li> <li><input type="checkbox"/> High Tolerance Level</li> <li><input type="checkbox"/> Mature Approach, Integrity</li> <li><input type="checkbox"/> Honesty and trustworthiness</li> <li><input type="checkbox"/> Adaptability</li> </ul>	

## ADDITIONAL INFORMATION

<b>Employer</b>	Cork Simon Community (South East Region)
<b>Job Title</b>	Housing First Project Worker
<b>Contract</b>	Permanent contract subject to a 6-month probation period.  We will also be recruiting for a panel from which to fill future vacancies.
<b>Location</b>	Waterford
<b>Number of hours/days per week</b>	39 hours per week.  9am – 6pm Monday to Thursday and 9am – 5pm on Friday.
<b>Breaks</b>	Daily break(s) of 60 minutes (unpaid) in total
<b>Salary</b>	Starting salary is assessed according to experience. Maximum salary starting point is Point 2.  Salary scale based on 39-hour working week: € 34,130, € 35,569, €37,340, € 38,637, € 39,947, € 41,264, € 42,601, € 43,960, € 45,309, €46,681, € 48,061
<b>Annual Leave</b>	5 weeks annual leave per annum
<b>Occupational Pension Scheme (Defined Contribution Scheme)</b>	Compulsory membership on completion of 6 month's service. Employer contribution 5%. Employee contribution is minimum 3% with option of Additional Voluntary Contribution.
<b>Death in Service Benefit Group Scheme</b>	Compulsory membership on completion of 6 month's service. Death in Service Benefit contribution is currently €1.15 per week. Benefit is twice annual salary.
<b>Health Insurance Group Scheme</b>	Optional Laya Healthcare membership. 5% group discount applies. No employer contribution.
<b>Closing date for receipt of application forms</b>	Tuesday, 28 <sup>th</sup> November 2023 at 12noon.
<b>Interviews</b>	Week commencing 5 <sup>th</sup> December 2023