SUPPORT WORKER (DAYS)
Job Description and Person Specification

HARMONI
people + potential

Location:	Utility Street Men's Hostel, Belfast
Reporting to:	Hostel Assistant Manager
Working Hours:	37.5 hours per week on a rota basis, Monday to Sunday Days
Contract:	Permanent
Salary:	£13.98 or £14.91 per hour, dependent on qualification level

The Service:

Situated just off Donegall Road in Belfast, Utility Street Men's Hostel provides temporary and supported accommodation for single men experiencing homelessness. The 59-bed hostel aims to support clients on their journey back to independent living within their own communities.

Job Purpose:

We are seeking a Support Worker (Days) to provide person-centred, trauma-informed support to men experiencing homelessness and complex needs within a 24-hour hostel environment. Working as part of the team, the Support Worker will promote safety, dignity, independence and positive outcomes through effective support planning, risk management, practical assistance and partnership working, while contributing to the safe and effective day-to-day operation of the service.

The post holder will be expected to operate in line with our workplace values which are:

Workplace Values

- **Dignity and Respect**
- **Learning and Reflection**
- **Working Together**
- **Commitment to Quality Care and Support**

Main Duties and Responsibilities

- Welcome and support residents through admission and induction to the hostel, ensuring they understand the service, available support and relevant resident guidelines.
- Undertake and contribute to assessments of residents' support needs and risks, identifying the appropriate level of support and intervention required.
- Develop, implement and regularly review person-centred, outcome-focused Support Plans with residents, in line with Supporting People requirements and HarmonI procedures.
- Work with residents to identify achievable goals and monitor and record progress towards agreed outcomes.
- Identify and respond to barriers which may affect a resident's ability to achieve their goals or move forward from homelessness.
- Follow allocations policy and procedure, ensuring clients are suitable for the service and that they meet the hostel admission criteria.
- Provide practical support and guidance to help residents develop and maintain independent living skills, including budgeting, managing finances, accessing benefits, healthy living and managing day-to-day responsibilities.
- Support residents to understand their housing options and prepare for appropriate move-on accommodation.
- Provide residents with information, advice and support to access appropriate health, housing, benefits and other statutory, voluntary or specialist services.
- Liaise and work collaboratively with relevant external agencies and professionals to coordinate support and promote positive outcomes for residents.
- Advocate on behalf of residents where appropriate and within the boundaries of the Support Worker role.
- Help maintain a clean, safe and welcoming environment, including supporting the clearing and preparation of resident rooms as required.
- Maintain accurate, timely and professional records of support provided, assessments, support plans, progress, incidents, risks and other relevant information.
- Participate fully in shift handovers and ensure important information, outstanding actions and changes in resident risk or circumstances are communicated appropriately.
- Identify, report and respond appropriately to safeguarding concerns, incidents, accidents, challenging situations and emergencies in accordance with HarmonI policies and procedures.
- Contribute to the safe and effective day-to-day operation of the hostel, including appropriate security, fire safety, building and health and safety checks.
- Report hazards, defects, maintenance issues and other concerns which may affect the safety or effective operation of the hostel.
- Complete financial and administrative duties associated with the role, including service charges, petty cash or other transactions where required, ensuring appropriate records are maintained.
- Participate in the hostel shift rota and work flexibly to meet the needs of a 24-hour service.
- Participate in supervision, staff meetings, mandatory training and other learning and development activities required for the role.

- Work in accordance with HarmonI policies and procedures, relevant legislation, safeguarding requirements and Supporting People standards.
- Contribute to service improvement, quality assurance activities and the achievement of agreed service outcomes and performance measures.

Dignity and Respect

- You communicate with people in a clear, open and straight-forward way, using appropriate language.
- You allow people to maintain their dignity and feel comfortable, particularly when receiving support.
- You protect and respect people's confidential personal information.
- You check with people about how they want to be addressed and use humour appropriately.
- You respect the position of trust you have with the people who need support.
- You deal sensitively and appropriately with behaviour that challenges.

Learning and Reflection

- You accept and think about any feedback you are given about your work and learn from the feedback.
- You are honest and transparent and are not afraid to admit when you have made a mistake.
- You know your own limits and can identify when you need help and support and are feeling stressed by your work.
- You commit to personal learning and developing.
- You seek, reflect on and learn from feedback.

Working Together

- You are committed to working as part of a team and support others in the team.
- You communicate effectively with others, using detailed and appropriate communication, including handover tools.
- You understand and respect that other people have different priorities and needs.
- You adapt your approach according to the individual, situation and context.

Commitment to Quality Support

- You give people your full attention and help people when they need it most.
- You are flexible and react calmly to whatever goes on in the shift making changes as necessary.
- You have clear boundaries with the people who need support and follow procedures and guidelines in your work.

Note: No job description can cover every issue which may arise within the post at various times. The job holder is expected to carry out other duties from time to time that are broadly consistent with those in this document.

Person Specification

Education/Qualifications:

- GCSE English and Maths at grade C (or equivalent)
- Level 2 Qualification in Health and Social Care or equivalent
  (Level 3 will receive an enhanced hourly rate)

If you do not possess any of the above, a commitment to undertake relevant training

Skills/Experience:

- A minimum of 6 months experience working within a hostel setting or supporting people with complex needs in a residential setting *(this can be paid or voluntary*)
- Awareness of the legislative requirements for working with adults at risk of harm or in need of protection.
- Ability to prioritise workload, adapt to change and be self-motivated
- Strong, effective communication and IT skills
- Good administrative and numerical skills
- Ability to maintain accurate and confidential records
- Ability to work in stressful and challenging situations, sometimes as a lone worker
- Reliable, positive attitude, punctual, and flexible

Values:

Ability to demonstrate understanding and apply our workplace values. These are embedded in all roles and applicants must evidence their values as part of the application process.

- Dignity and respect
- Learning and reflection
- Working Together
- Commitment to quality care and support

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