

## JOB DESCRIPTION

<b>POST:</b>	<b>Intensive Support Worker – Complex Lives (Fixed-Term until March 2025, possibility of extension dependent on funding)</b>
<b>REPORTS TO:</b>	<b>Housing Solutions Service Manager</b>
<b>SALARY:</b>	<b>Points 23-26, £25,269 – £27,459</b>
<b>ADDITIONAL BENEFITS TO SUPPORT EMPLOYEES:</b>	<ul style="list-style-type: none"> <li>• <b>Pension</b> (auto enrolment) and <b>Death in Service</b> benefit of 2 x salary</li> <li>• <b>Health Shield Benefit</b> - provides access to a range of valuable cash benefits and services, such as dental and optical care, physiotherapy, scanning facilities and 24hour counselling and Advice Line (opportunity to upgrade and add family).</li> <li>• <b>Benenden Health</b> – Private Health Care paid for by Simon Community which gives permanent employees access to 24/7 GP services, medical diagnostics, medical treatment, physiotherapy (option to add family and friends for an additional cost).</li> <li>• <b>Holidays - 25 days per year</b> – increasing by 1 additional day per year of service up to a max of 30 days. Increase is effective from the 1<sup>st</sup> April each year, once a full year of service has been completed. Additionally, <b>12 customary holidays</b> (normally Bank and Public Holidays) at normal basic pay rate.</li> <li>• <b>Bank &amp; Public Holidays</b> – paid at premium rates at time and a half and double time.</li> <li>• <b>Additional Hours</b> – paid at time and a quarter (conditions apply)</li> <li>• <b>Other Benefits</b> – occupational sick pay, enhanced maternity/paternity leave entitlement, career breaks (subject to 2 years' continuous service).</li> <li>• <b>Training</b> – thorough accredited induction training and continued access to ongoing personal development.</li> </ul>
<b>DEPARTMENT:</b>	<b>Homelessness Services</b>
<b>LOCATION:</b>	<b>Unit 39, North Belfast Business Park, Duncairn Gardens, Belfast. BT15 2GG</b>
<b>HOURS OF WORK:</b>	<b>35 hours per week</b> , as and when required to work across a rota shift pattern. <b>Reasonable additional hours outside of this may be required to fulfil the duties of this position.</b>
<b>ORGANISATIONAL VALUES:</b>	<b>Our values are fundamental to how we work with clients and each other.</b> We are driven by our values of being non-judgmental, existing to support our clients and meet their needs, being trustworthy and focused on ending homelessness and being dedicated to the people we support.
<b>JOB PURPOSE:</b>	<p>To ensure effective case management for a caseload of approx. 7-10 highly complex and entrenched individuals who experience multiple connected and dependent challenges, usually including homeless/unstable housing, problematic drug use, mental ill health, offending behaviour, poor physical health, often underpinned by trauma.</p> <p>The primary role of the post holder will be to act as a trusted key worker and to ensure effective coordination of a wrap around support plan for each client which will have been developed through the Belfast Complex Lives Multi Disciplinary Team (MDT) process.</p>

## MAIN RESPONSIBILITIES:

<b>Service Delivery</b>	<ol style="list-style-type: none"><li>1. Achieve agreed outcomes to ensure project success</li><li>2. Work in collaboration with the relevant manager to ensure effective and efficient delivery of services within agreed outcomes and key performance indicators for the project.</li><li>3. Implement, monitor and review agreed standards for the service in line with the QAF, RQIA and NISCC.</li><li>4. Assist with the completion of self-assessment/associated documentation and gather relevant evidence for contractual requirements and audits by SCNI/Supporting People/RQIA/HSCT and or other relevant funders.</li><li>5. Support identification and implementation of actions for quality improvement plans arising from external or internal audits</li></ol>
<b>Service Development</b>	<ol style="list-style-type: none"><li>6. Regularly review and address barriers to progress in partnership and with individual contacts. Report progress to Complex Lives MDT and escalate issues as necessary.</li><li>7. Ensure professional records and client files are maintained, including undertaking monthly file / client management system audits.</li><li>8. Direct and assist staff in planning and implementing agreed support plans and risk management plans that are based on assessed needs and risks.</li><li>9. Take the lead in complex cases where specialist knowledge and experience are required.</li><li>10. Support and direct input to development work and practice to establish increasingly preventative approaches to supporting people with Complex Lives.</li><li>11. Feed learning from the approach into service and system development work, contributing to the ongoing development of the Complex Lives approach and work in Belfast to support vulnerable people.</li><li>12. Manage and monitor progress; further develop and update support plans demonstrating progression, related activity and achievement against outcomes.</li></ol>
<b>Client Support</b>	<ol style="list-style-type: none"><li>13. Ensure effective ongoing case management and relationship building with clients, and those broader agencies/services supporting them, via sustained contact (taking in triage, initial support, detailed assessment and care planning) and by supporting people to engage with services to stabilise, to settle in to accommodation settings, to connect with local community support and to make positive lifestyle choices to progress in their recovery journey.</li><li>14. Organise key worker sessions with individual clients based on need and focusing on responsibility-taking, reflection, action planning, and overcoming crisis and trigger points that may result in disengagement.</li><li>15. Work within the wider Complex Lives MDT members and fellow support workers to define and agree priorities, share workloads, and support colleagues to achieve team objectives.</li><li>16. Adapt to new ideas and reflective practice to develop and enhance future service delivery.</li><li>17. Ensure client consultation is included and integrated into development initiatives.</li></ol>

	<p>18. Promote choice for individuals, by leading on the design and delivery of support provision, from which they can choose and help them achieve their outcomes.</p> <p>19. Implement a multi-agency working approach including organising and taking part in client case management meetings with other providers.</p> <p>20. Liaise as appropriate with other Simon Community staff and relevant outside agencies, attend meetings, and represent the interests of Simon Community and its clients.</p>
<b>Organisational Responsibilities</b>	<p>21. Maintain the confidentiality of information in line with organisational and legislative requirements.</p> <p>22. Develop effective working relationships with staff across key Community, Voluntary and Statutory Services, including the convening of multi agency meetings and case conferences/reviews to agree actions and ownership from services when/where needed</p> <p>23. Ensure effective and efficient financial control, use of organisational resources and promotion of income generation opportunities</p> <p>24. Work with the relevant manager and finance department to ensure the project is delivered within budget and all organisational financial procedures are adhered to within your remit</p> <p>25. Ensure adherence to organisational policy and procedure.</p>
<b>Performance Management</b>	<p>26. Participate positively in regular meetings with your supervisor by providing any information requested and working co-operatively</p>
<b>Effective monitoring of organisational resources</b>	<p>27. Ensure effective and efficient use of organisational resources at all times.</p> <p>28. Monitor and advise on levels of stocks and supplies.</p> <p>29. Maintain effectively all recording systems employed by the service, including financial transactions and petty cash.</p> <p>30. Support fundraising activities as required.</p>
<b>Ensure Quality Assurance/ Continuous Improvement</b>	<p>31. Support and participate in the implementation of agreed improvement plans within a culture of continuous improvement and service excellence.</p> <p>32. Carry out all duties in accordance with Simon Community quality procedures.</p>
<b>Ensure Health and Safety and Good Housekeeping Practices</b>	<p>33. Always contribute to the physical cleanliness and general condition of the working facilities.</p> <p>34. Always adhere to the Simon Community N.I. health and safety policy.</p> <p>35. Record and report any defects and accidents in the property.</p> <p>36. Act as fire warden and/or first aider as needed.</p> <p>37. Support health and safety risk assessments as appropriate, and the implementation of any agreed actions.</p> <p>38. Ensure awareness and adherence to the lone working policy.</p>
<b>Promote Equal Opportunities</b>	<p>39. Contribute to promoting an environment where equality of opportunity, anti-discriminatory practice, diversity, individual rights and choice are promoted in accordance with Simon Community principles, policies and procedures.</p>
<b>Promote our aims and objectives</b>	<p>40. Promote the organisation's mission, values, aims and objectives and ensure all organisational Policies and Procedures and Staff Code of Practice are followed at all times.</p>

<b>Participate in the shift system</b>	41. Participate in the shift rota, including nights and weekends, to ensure the provision of 24-hour support and provide cover at other sites if and when required.
<b>Other Responsibilities</b>	42. Carry out all other reasonable duties commensurate with the role as requested by management.

**Please note that this job description provides an indication of the roles and responsibilities and is not an exclusive list of the duties that the postholder may be asked to undertake.**

**PERSON SPECIFICATION**

<b>ESSENTIAL CRITERIA</b>	<ul style="list-style-type: none"> <li>• 3 years' experience of working with socially excluded people</li> <li>• Proven track record of building and sustaining partnerships with clients, staff, stakeholders and other departments/services</li> <li>• Experience of identifying and delivering client-focused services which include comprehensive support and identifying an individual's strengths, needs and risks.</li> <li>• Experience in self directing, planning and prioritizing own workload</li> <li>• Practical experience and good working knowledge of Microsoft Office, eg Word, Excel, PowerPoint and Outlook</li> <li>• A full current driving licence and access to a suitable vehicle (mileage allowance applies) or, if a disability prevents driving, access to a form of transport to enable the duties of the post to be carried out in full, including responding at short notice</li> </ul>
<b>SKILLS AND ATTRIBUTES</b>	<ul style="list-style-type: none"> <li>• Ability to build strong relationships with other statutory and voluntary organisations.</li> <li>• Ability to work in partnership with different agencies.</li> <li>• Excellent written and oral communication skills.</li> <li>• Practical experience of IT.</li> <li>• Ability to co-work on various projects.</li> <li>• Good planning and organisational skills.</li> <li>• An ability to understand and re-present information in a user friendly format.</li> <li>• A willingness to contribute to own supervision and development.</li> <li>• An ability to manage own time effectively.</li> <li>• Ability to strongly advocate and influence on issues related to people who are homeless.</li> </ul>
<b>OTHER</b>	<ul style="list-style-type: none"> <li>• Willing to undertake an Access NI check if offered the position</li> </ul>
<b>SIMON COMMUNITY NI VALUES</b>	<ul style="list-style-type: none"> <li>• We are non-judgemental</li> <li>• We exist to support our clients and meet their needs</li> <li>• We are trustworthy and focused on ending homelessness</li> <li>• We are dedicated to the people we support</li> </ul>