



HARMONI

people + potential

SUPPORT WORKER (DAYS)

Job Description and Person Specification

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 Harmonl 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

NOTE THIS POSITION IS SUBJECT TO AN ENHANCED WITH BARRED LIST ACCESS NI CHECK. COPIES OF THE RELEVANT POLICY ON THE RECRUITMENT OF EX-OFFENDERS, HANDLING AND STORAGE OF DISCLOSURE INFORMATION AS WELL AS THE ACCESS NI CODE OF PRACTICE ARE AVAILABLE ON REQUEST. PLEASE NOTE THAT HAVING A CRIMINAL RECORD WILL NOT NECESSARILY BE A BAR TO OBTAINING A POSITION WITH HARMONI.

HARMONI

Application Form

(Please complete legibly and in black)

Reference Number: DSW0926	Title of Post: Support Worker	Location of Post: Utility Street Men's Hostel
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PERSONAL DETAILS

Surname:	Title:
First Names (in full):	Previous Surnames:
Address:	Telephone No (including std code): Mobile Telephone No: E-mail Address:

DRIVING LICENCE

Do you hold a full valid Driving Licence which allows you to drive in the UK?

Yes or No:

ELIGIBILITY TO WORK IN THE UK

Do you have the right to remain and work in the UK? Yes or No:

If you are selected for interview, you will be required to provide a copy of your UK or Irish Passport or if you are a foreign national, a share code.

PERSONAL DECLARATION / DATA PROTECTION

I declare that to the best of my knowledge the information given is honest and accurate. I understand that any wilful misstatement or omission renders me liable to disqualification or, if appointed, to dismissal. I understand that the appointment is subject to receipt of satisfactory references, pre-employment health assessment, the verification of qualifications required for the post (as per the person specification) and an enhanced criminal records disclosure check. I consent to Harmoni contacting each organisation where I have worked with vulnerable individuals and also to all previous employers in order to obtain references.

The information on this form will be collected, stored and processed in accordance with the provisions of the General Data Protection Regulations (GDPR) for the sole purpose of making recruitment decisions and, if appointed, enacting terms and conditions of employment and complying with our legal obligations. If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your personnel file (electronic and paper based) and retained during your employment. The fair uses of your data by the organisation will be detailed to you in a privacy notice. We will otherwise retain your data for a maximum of 1 year then delete it accordingly. You may send us a request to let you access your data that we have collected, request us to delete your data (where it does not prevent us from fulfilling our obligations), correct any inaccuracies or restrict our processing of your data.

Signature: _____ **Date:** _____

EDUCATION & TRAINING

Please list any qualifications you hold (e.g., GCSEs, O Levels, First Aid Certificate, NVQs etc.):

EMPLOYMENT HISTORY

PRESENT POST (If unemployed – most recent post)

Name of Organisation: Address: Telephone Number:	Date appointed:	Salary:
	Leaving Date (if applicable):	
	Your Job Title	
	Job Title of Person you Report(ed) to:	
	Department / Work Location:	
	Period of Notice Required:	
Please give reason for leaving/looking for a new role:		
Main Duties:		

PREVIOUS EXPERIENCE

Please give details of all **previous posts held** (prior to the organisation you detailed on page 2). **Begin with recent employers and work backwards.** If you have held more than one position with an employer, please give details of each position.
(Attach additional pages in the same format, if required – CVs *will not* be accepted).

If it was a post in which you worked with a vulnerable individual, please tick the last column.

Organisation's name and full address	Job Title and Grade	Duties (briefly)	From	To	Reason for Leaving	Tick if applicable
			DD/MM/YY	DD/MM/YY		

GAPS IN EMPLOYMENT

If there are any gaps in your employment please explain below:

DEMONSTRATING YOUR ESSENTIAL EXPERIENCE AND QUALITIES

HarmonI may decide to interview only those applicants who appear to them, from the information available, to be the most suitable in terms of relevant experience and ability. It is therefore essential that you fully describe how you meet the experience and qualities sought, giving examples and specifying exact dates as appropriate.

Please read all sections of the Person Specification. This part of the application asks you to describe your experience, skills and personal qualities which are applicable to the post. In completing your application, you are advised to make clear reference as to how you meet the essential and desirable/preferred criteria for the relevant role. **It is not appropriate to simply list the various posts that you have held. HarmonI will not make assumptions from the title of the post as to the skills and experience you have gained.**

Please state clearly below how you meet each of the Essential and Desirable Criteria (you may continue on a separate page if necessary)

HOLIDAY ARRANGEMENTS

Please indicate planned holiday arrangements or other dates when you are unavailable for interview.

HarmonI is under no obligation to take account of holiday arrangements but will endeavour to do so.

REGULATED ACTIVITY

Please indicate below if you have been dismissed from employment or if there is any reason that you could not work in regulated activity or with vulnerable groups (definitions can be found here:

<https://www.nidirect.gov.uk/articles/regulated-activity-vulnerable-groups>)

ADVERTISING

Please indicate how you became aware of this vacancy:

Social media: Name of site:	Personal recommendation: Name of person:
Job site: Name of site:	Other: Please specify how you heard about this vacancy:

REFEREES

Please name **2 referees** from the **2 most recent organisations you have worked for**. They must have knowledge of your present and/or most recent work **and** be in a supervisory/managerial capacity. They must not be relatives. If you are currently employed, one referee must be from your current organisation. *Please note, in addition to the referees you state below, Harmoni may request references from previous employers.*

Name:	Name:
Job Title:	Job Title:
Organisation Address:	Organisation Address:
Telephone Number:	Telephone Number:
Email:	Email:
Can this referee be contacted at this stage? YES / NO	Can this referee be contacted at this stage? YES / NO

NOTE TO APPLICANTS:

Application forms must be completed in full.
CV's **will not** be accepted.

Completed application forms should be returned to:

Human Resources Department
Harmoni
Head Office
39 Downshire Road
Bangor
BT20 3RD

or by email to hr@harmoni.org.uk



HARMONI

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Please return this Fair Employment Monitoring Form

Ref: DSW0926/___ **Position Applied For:** Day Support Worker

We are an equal opportunity employer. The aim of our policy is to ensure that no job applicant or employee receives less favourable treatment on the grounds of race, colour, ethnic or national origin, religious belief, political opinion or affiliation, sex, marital status, sexual orientation, gender reassignment, age or disability, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable. Our selection criteria and procedures are frequently reviewed to ensure that individuals are selected, promoted and treated based on their relevant merits and abilities. All employees are given equal opportunity and are encouraged to progress within the organisation. We are committed to an ongoing programme of action to make this policy fully effective. To assist us in ensuring that this policy is fully and fairly implemented and monitored, and under the General Data Protection Regulations (GDPR), in meeting our legal obligation to monitor our workforce and make statutory returns to the Equality Commission of Northern Ireland, would you please provide the following information:

Today's Date: _____

Date of Birth: _____

I would describe my ethnic group as:

- **Bangladeshi**
- **Black African**
- **Black Caribbean**
- **Black Other**
- **Chinese**
- **Indian**
- **Irish Traveller**
- **Mixed Ethnic Group, please specify**
- **Pakistani**
- **White**
- **Other, please specify**

Regardless of whether we practice our religion, most of us in Northern Ireland are seen as either Protestant or Roman Catholic. We are therefore asking you to indicate your community background by ticking the appropriate box below:

- **I am a member of the Roman Catholic community**
- **I am a member of the Protestant community**
- **I am a member of neither the Protestant nor the Roman Catholic community**

Sex

- **Male**
- **Female**

If you do not complete the community background question, we are encouraged to use the 'residuary' method, which means that we can decide based on personal information on file/application form. It is not compulsory for you to answer the above questions. However, we would stress that it is a criminal offence under the legislation for a person to "give false information in connection with the preparation of a monitoring return". Any information provided on this form will only be used for the aforementioned purposes.