



JOB DESCRIPTION

Title: Housing Support Worker

Reporting to: Project Leader

Location: Stanhope Green

Hub: Dublin Central

Primary Purpose: The core purpose of this role is to provide housing management and support to households (long term and short term) owned, supported or managed by Focus Ireland.

Key Responsibilities

1. To work within the framework of the overall objectives of Focus Ireland.
2. To work as a member of the Support Team based in Stanhope Green providing services to tenants and participants in short term programmes
3. To work under the supervision and direction of the Project Leader.
4. To be familiar with and comply with all relevant Focus Ireland policies e.g. Standards of Customer Service, Housing Policy, Health & Safety Policy, Personnel Policy.
5. To work in partnership with relevant external services and stakeholders for the overall purpose of supporting tenants to live in their own homes
6. To carry out assessments and conduct interviews for future tenants
7. To develop support plans for each tenant and facilitate support plan reviews with the tenants where appropriate
8. To provide support/contact for each tenant through individual support sessions
9. Ensure Focus Ireland Rent Policy is adhered to and appropriate rent control measures are in place.
10. To develop communication forums with residents to enhance partnership work in managing the housing stock in agreement with line management

- 11.To participate in the review evaluation and development of the programme
- 12.To provide written reports as required.
- 13.To work 20 hours week (Monday-Friday) as agreed with line management in order to provide delivery of a safe and effective service
- 14.To maintain records in accordance with Focus Ireland policy
- 15.To attend and contribute to team, project and agency meetings as required
- 16.To participate in relevant training and development courses as necessary
- 17.To ensure that each Tenants accommodation is maintained to a reasonable standard and that the residents' responsibility in reporting of repairs maintenance is carried out.
- 18.To ensure appropriate liaison and disposal of maintenance work is carried out with landlords or on Focus Ireland's behalf with contractors.
- 19.To liaise and work effectively with the other divisions in Focus Ireland in relation to organisational procedures and policies in areas such as personnel, finance and administration, research, development, education, public awareness and services.
- 20.To be vigilant to any Health, Safety and Welfare risks in the workplace and bring any concerns to the attention of your line manager or Health & Safety Representative
- 21.To participate in the supervision process of Focus Ireland and the annual performance review
- 22.To undertake any other duties as may be reasonably assigned by the Project Leader, Manager and Director of Services.

This Job Description is subject to review and will evolve with the Role

Focus Ireland is an equal opportunities employer

Criteria: Housing Support Worker

Essential Criteria

- A relevant Third Level qualification preferably at degree level i.e. social care, psychology, sociology
- Minimum of 1 – 2 year's direct work experience in a social care setting with people who have experienced homelessness, preferably in housing support
- Ability to work on own initiative and as part of a team
- Experience of assessing and developing appropriate plans based on need
- Strong communication skills
- Willingness to develop professional skills as identified through supervision

Desirable Criteria

- Experience and good understanding of skills required working in a team setting
- Experience and good understanding of skills required to advocate on behalf of people
- A knowledge of the challenges faced by individuals adjusting to a drug/alcohol free lifestyle
- Ability to work in partnership with others
- Good report writing skills
- Information technology skills
- Ability to deal with challenging behaviour