

Dublin Simon Community: Support Worker Nights - Emergency Services (<https://www.activelink.ie/node/116274>)



About Us: At Dublin Simon Community, we're dedicated to making home a reality. We empower individuals to access and sustain housing through services like prevention, addiction treatment, emergency response, and targeted interventions, in collaboration with our partners.

If you share our values and want to make a difference, we'd love to hear from you. We're looking for client-focused, friendly, and adaptable individuals to join our team.

We prioritise best practices in HR, including staff training, communication, and involvement in decision-making, to create a supportive and effective work environment.

About the role:

All our emergency services are provided on a low threshold basis with a harm reduction model and a full suite of services for clients. The aim of our emergency services is to support our residents to move on to and to be able to sustain long-term accommodation. We have several measures in place to ensure a quality, wraparound support service is provided to enable people to move out of homelessness.

As a Support Worker, you'll help to meet client needs on a nightly basis; you will provide in-the-moment support and safety to clients. You will contribute to ensuring effective and consistent best-practice standards are followed in the Dublin Simon Community emergency accommodation services.

The Support Worker role is an opportunity to gain frontline experience and many support workers graduate on to project worker roles within the organisation. As well as our induction program, you will be provided with 10 training days throughout the year, as well as on-the-job coaching and mentoring, ensuring you have the support and training to succeed in this role.

- Contract Type – Full-Time Permanent.
- Working Hours – a 5 week rolling roster of night shifts, 37.5 hours a week, from Monday to Sunday availability.
- Location – Dublin city Centre
- Salary - €33,500 -38,250 depending on experience - Plus 12% allowance per nights

Your responsibilities:

- Carry out health and safety checks as per local policy and recording of same.
- Provide support to the clients at night, recording on support plans, updating PASS and nights bed list, encouraging sleep hygiene.
- Provide care interventions, including daily living skills support, relapse prevention support.
- Ensure all new clients receive a robust induction to the service and are aware of their rights and responsibilities.
- Ensure building is secure at night and that all systems are working (alarms, CCTV, emergency response details) and adhering to the lone working policy.
- Therapeutic and diversionary interventions, providing emotional and motivational support, promoting positive mental health attitudes, self-esteem and self-respect.
- Support the manager in the implementation of the strategic and operational action objectives. Taking responsibility for developing and implementing strategic and operational goals.
- Preparations of rooms for service user intake to ensure standards are maintained.
- Crisis and conflict management.
- Ensure consistent handovers, diary, incident reports and follow-ups, in accordance with organisation policies.
- Accommodation management; ensuring routine maintenance is carried out, cleaning, security inspections and bedroom health and safety inspections occur, in line with operational procedures and standards.
- Ensure neighbourhood policy is implemented and managed at all times.

- Active interventions; harm reduction, overdose prevention.
- Interpersonal skills development, dealing with relationships, family liaison and behavioural management issues.

Essential for the role:

- Level 6,7,or 8 in a relevant field with 6 months experience in similar setting (including voluntary work and college placement)

Or

- Level 5 in relevant field with 12 months experience in similar setting (including voluntary work and college placement)
- A Passion for helping people.
- Flexibility to work in an agile environment.
- Willingness to learn.
- Experience in carrying out Health & Safety inspections and audits.

Benefits to working with Dublin Simon Community:

- 25 days of annual leave
- 5% matched contribution to your pension
- Paid Sick Leave Policy
- Paid Maternity Leave Policy
- Bike to Work Scheme
- Commuter Travel Tax Savers Ticket
- 1st-week Comprehensive Training
- Progression Opportunities

Shortlisting will be in progress throughout the period that the vacancy is live, so you may be called for interview and/or the vacancy may be filled before the closing date.

Please note: If you are unsure of any of the requirements, please contact the Recruitment Team at (01) 6354860. Shortlisting will continue throughout the recruitment process.

Apply for the position (<https://dubsimon.jobs.people-first.com/jobs/details/recruitment%2Fjobdetails%2F2cc187c9-5dcc-4813-a9dc-1977d4a4da10/apply>)

Application due date: 30/06/2025

Dublin Simon Community is an equal opportunities employer and encourage applications from all qualified individuals.

Region

Dublin city centre

Date Entered/Updated

17th Jun, 2025

Expiry Date

30th Jun, 2025

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