

Role Profile

Common Points for all Roles

Specific role profiles have been developed for each role in Cork Simon which outline the objective, key tasks, performance indicators and skills required. Cork Simon Community requires that any person who wishes to work, in any capacity, within the Community should also know and observe Cork Simon's values and practice including:

- Encourage community members to participate in the community.
- Understand the empowerment model and implement it.
- Understand and observe Health and Safety standards and practices.
- Adhere to boundaries, respecting confidentiality etc.
- Maintain Professional and Ethical standards of Practice.
- Participate in the development and implementation of best practice community policy, practices and procedures.
- Promote equal opportunity policies.
- Attend and be punctual when scheduled for attendance.
- Attend and participate in team and Community meetings.
- Attend and participate in Training.
- Be flexible in providing cover in other community projects when the need arises.
- Be empathetic when dealing with people in personal crisis.
- Maintain good Self-Care and manage their time well.

Role Title: Project Support Worker (PSW)

Project: Emergency Housing Orientated Services

Objectives: Provide emergency accommodation in a safe and supportive environment for homeless people. Support Team Leaders and Project Workers to implement care plans and promotion of independent living skills aimed at motivating people to move on to more appropriate accommodation.

Key Tasks:

Initial Contact:

- Record basic information (see initial assessment form).
- On first contact identify immediate need and refer to other services where appropriate.
- Provide a welcoming and supportive environment for all residents/service users.

Emergency Accommodation:

- Assist with admissions to the shelter based on current policies.
- Facilitate access to Day Services, including Adult Homeless Multi-Disciplinary Team
- Advise on the operation of Day Services
- Provide bed space in appropriate accommodation based on initial assessment / referral from other projects.
- Provide blankets if no bed space is available.
- Carry out Health and Safety checks and follow relevant procedures.
- Ensure the environment is kept to the highest standards of cleanliness and hygiene

Basic Services:

- Provide for personal hygiene / showers, clean clothes, laundry, meals, clean rooms to a high standard.
- Assist residents to manage their medication as appropriate

Befriending + Relationship Building:

- Build a relationship with residents based on trust & respect by accepting people as they are, spending time with them, actively listening and challenging them positively and proactively to make positive changes at a pace suitable to each person.
- Deal with complaints in a fair and impartial manner using procedures as a guide

Induction for Residents:

- Advise of services available and how they are accessed by residents and people using services
- Induct residents into the service and ensure they are aware of their responsibilities towards the facility, other residents, staff, neighbours and the local community
- Provide details of layout of shelter, day services, location of rooms etc.
- Advise of fire and safety regulations, evacuation procedures etc.
- Advise of the policies and procedures of the Shelter.
- Advise of roles and responsibilities of all community members using services and /or staying in the Shelter and using Day Services.

Involving residents and people using services:

- Assist in implementing a programme of social activities as organised by or with residents and people using services as appropriate
- Encourage residents to access education courses, classes, work placements that will build their independent living skills and ability to move out of homelessness.
- Ensure active participation by residents in the running of the project.
- Ensure residents are involved in all decisions that affect them as much as possible.
- Encourage residents to manage their own medication
- Manage residents' medication with them if they are unable to do so themselves

Assist with the Implementation of Care Plans:

- Assist Team Leaders and Project Workers with the implementation of agreed care plans with residents
- Facilitate and encourage residents to access medical /mental health services, addiction and counselling services
- Encourage and support the person in implementing agreed care plan
- Act as an advocate when appropriate
- Monitor drinking, drug use and other addiction patterns with the person and assist Team Leader and Project Worker to revise harm reduction programme and care plans to identify areas for improvement.
- Assist residents in maintaining their personal hygiene and the hygiene of their bedroom.

Day Operations

- Participate in the smooth running and operation of the day service
- Facilitate access to internal primary health care and other services
- Provide information and advice on external services
- Carry out health and safety checks and procedures
- Liaise with outside agencies as directed and appropriate

Neighbours/Local Community:

- Maintain good relationships with neighbours and the local community

- Work pro-actively to identify any issues that may pose problems for residents, neighbours and the community and work preventatively to address the issues
- Encourage involvement by neighbours and members of the local community in supporting the project
- Actively encourage local people to volunteer and support the project
- Organise regular social events and encourage neighbours and local community participation in same
- Observe the rota devised to check around the environs of the project and remove any litter (e.g. beer cans, sharps etc.)
- Ensure residents are aware of their obligation to be good neighbours and members of the local community

Admin / Finance / Record keeping:

- Undertake cash handling, account for petty cash, money spent, donations received, receipts, rents etc.
- Manage residents' money where appropriate and record all transactions.
- Collect resident's accommodation contribution on shift and record appropriately
- Maintain proper records, files, to facilitate provision of care etc.
- Generate and maintain up to date records
- Produce reports to a high standard
- Maintain up-to-date bed list, diary, refusals list, PASS system etc. to ensure accurate statistics
- Ensure the safe keeping of residents property, record and log as appropriate

Team Work:

- Work as part of the Emergency Housing Orientated Services team and with other Cork Simon Community project teams including Soup Run and Housing & Support Services (HSS).
- Provide essential cover for project workers in their absence.
- Provide cover for other Cork Simon Community projects when required
- Participate in the development and implementation of best practice.
- Delegate work tasks to Part-Time volunteers as appropriate.
- Debrief as a team at the end of each shift and complete handover
- Assist with the support of Students on Placement, Part Time and Full Time volunteers as appropriate.
- Facilitate access to the project by Soup Run Volunteers
- Brief and debrief (Soup Run) volunteers on each shift in the absence of project worker.
- Participate positively and proactively in the supervision process.
- Carry out any other appropriate work as requested by the supervisor.
- Staff may be transferred to other Cork Simon Community Projects as required as part of capacity building, staff development and/or other operational requirements.

Health & Safety:

- Staff must make themselves aware of health & safety policies affecting the workplace and to conform to regulations regarding safe practices (infectious diseases etc.) and the use of safety equipment.
- Comply with no smoking rules, use of protective clothing, glasses, gloves or footwear etc. where deemed necessary by Cork Simon Community.
- Comply with all health & safety standards and work with due regard to your own safety and the safety of others.
- Participate in courses pertaining to health & safety and manual handling and other priority training.

Fire Safety:

- As far as is practicable, be responsible for safety and security of volunteers and residents.
- Participate in regular fire drills and be fully aware of evacuation plans, positioning of fire-fighting equipment, etc.

- Carry out daily fire equipment checks to ensure that fire and safety equipment is in good working order and make the Team Leader/Manager aware of any repairs and/or replacement needed for such equipment.

Professional Development:

- Participate in the supervision process and implement the Individual Learning Plan as devised with the supervisor.
- Under the supervision of the project worker learn how to key-work, develop care plans as part of individual learning & capacity building programme
- Where experience is evident and working practices are of a high quality, and the PSW is deemed to meet the criteria for supervising, then a team leader may recommend to the manager or head of projects that the PSW be put forward for supervision training. Once training is completed the PSW may undertake supervision of volunteers or students under the supervision and with the support of the Team Leader.

Key Performance Indicators:

- Accuracy & quality of records.
- Boundaries managed effectively
- Critical incidents managed successfully.
- Effective teamwork
- Fire, health and safety procedures followed
- Flexibility
- Good attendance record
- High standards of the environment and maintenance
- Implementation of Individual Learning Plan.
- Improvement in health and well-being of residents and people using services
- Level of person centred activity.
- Maintaining high standards of health and safety.
- Positive engagement by residents and people using the services
- Positive engagement in the supervision process
- Programme of social, recreational, educational and work activity
- Regular attendance at meetings, handovers etc.
- Resident feedback
- Residents and people using the services moving on successfully
- Response at gate, speed of access for people coming for services
- Supporting the implementation of agreed care plans.
- Supporting the implementation of harm reduction programmes and positive outcomes

Supervisor: Project Worker or Team Leader

PERSONAL SPECIFICATION

Specification	Essential	Desirable
Knowledge	<input type="checkbox"/> Homelessness & Social Deprivation <input type="checkbox"/> Good Care Practice including: - Non-Judgemental Approach - Confidentiality - Client/needs Led - Excellent boundaries	<u>Working with</u> <input type="checkbox"/> Range of age groups <input type="checkbox"/> People with mental health issues <input type="checkbox"/> People with addictions, drug/alcohol issues
	<input type="checkbox"/> Knowledge of Mental Health, Drugs and Alcohol issues and the range of responses	<input type="checkbox"/> Health & safety
		<input type="checkbox"/> Knowledge of benefits and services relevant to people who are homeless and how to access them. <input type="checkbox"/> Knowledge of harm reduction programmes <input type="checkbox"/> Knowledge of services and issues relevant to rough sleepers
Skills	<input type="checkbox"/> High Level of Communication Skills <input type="checkbox"/> Interpersonal Skills <input type="checkbox"/> Listening skills <input type="checkbox"/> To motivate & empower people <input type="checkbox"/> Manage challenging behaviour appropriately <input type="checkbox"/> Negotiation skills <input type="checkbox"/> Advocacy skills <input type="checkbox"/> Good Organisational skills <input type="checkbox"/> Conflict resolution skills <input type="checkbox"/> Problem Solving skills <input type="checkbox"/> Numeric & Written Skills <input type="checkbox"/> Record Keeping/Report writing <input type="checkbox"/> IT / PC skills <input type="checkbox"/> Decision making	<input type="checkbox"/> HACCP <input type="checkbox"/> First Aid <input type="checkbox"/> Managing residents' medication
Ability	<input type="checkbox"/> To take direction <input type="checkbox"/> To work under pressure <input type="checkbox"/> To work as part of a team <input type="checkbox"/> To work on own initiative <input type="checkbox"/> To develop rapport with residents <input type="checkbox"/> To empathise <input type="checkbox"/> To respond to change & to adapt <input type="checkbox"/> To self-care	
Experience	<input type="checkbox"/> Previous experience in a care setting	<input type="checkbox"/> Working in the Voluntary Sector <input type="checkbox"/> Working in Residential Care setting <input type="checkbox"/> Experience of working with Homeless People
Qualifications	<input type="checkbox"/> Leaving Certificate or equivalent	<input type="checkbox"/> Social Care / Social Studies
Personal Attributes	<input type="checkbox"/> Assured Manner	

	<input type="checkbox"/> Honesty	
	<input type="checkbox"/> Integrity	
	<input type="checkbox"/> Flexible to the working environment & change	
	<input type="checkbox"/> Sensitive	
	<input type="checkbox"/> Patient	
	<input type="checkbox"/> High Tolerance Level	
	<input type="checkbox"/> Confident	
	<input type="checkbox"/> Mature Approach	
	<input type="checkbox"/> Commitment to Social Justice	

Project Support Worker (RSS)

Specific role profiles have been developed for each role in Cork Simon Community which outline the objective, key tasks, performance indicators and skills required. Cork Simon Community requires that any person who wishes to work, in any capacity, within the Community should also know and observe Cork Simon's values and practice including:

- Attend and be punctual when scheduled for attendance.
- Be flexible in providing cover in other community projects when the need arises.
- Attend and participate in training.
- Attend and participate in team and Community meetings.
- Understand and observe health and safety standards and practices.
- Maintain good self-care and manage your time well.
- Adhere to boundaries, respect confidentiality etc.
- Maintain professional and ethical standards of practice.
- Be empathetic when dealing with people in personal crisis.
- Encourage Community members to participate in the Community.
- Understand the empowerment model and implement it.
- Participate in the development and implementation of best practice community policy, practices and procedures.
- Promote equal opportunity policies.

Role Title: Project Support Worker (PSW)

Project: Rough Sleeper Service, Emergency Housing Orientated Services

Objectives: Provide access to Cork Simon's Day Centre, ensuring a safe and supportive environment for homeless people is maintained. Provide administrative support with information recording and entry. Assist Team Leaders and Project Workers with the daily operational needs of the service. Support people to address their presenting needs underpinned by Cork Simon's values.

Key Tasks:

Initial Contact:

- Record basic information. Identify rough sleepers coming into the service and record details of rough sleeping.
- Provide information on homeless services, addiction services and supports, including harm reduction advice, needle exchange and supports.
- On first contact identify immediate need and refer to other services where appropriate.
- Provide a welcoming and supportive environment for all residents/service users.

Admin / Finance / Record keeping:

- Undertake cash handling, account for petty cash, money spent, donations received, receipts, rents in a responsible and professional manner.
- Manage residents' money where appropriate and record all transactions.
- Maintain proper records, files, to facilitate provision of care etc.
- Generate accurate statistics on drug, alcohol and substance use/misuse.
- Under the guidance of Outreach project worker staff, support the on completion of HRB forms for

appropriate persons using the service.

- Produce reports to a high standard.
- Maintain diary, numbers attending RSS, AHIT, refusals list to ensure accurate statistics.
- Ensure the PASS system is kept updated for those using the service.
- Ensure InForm is kept updated with appropriate information entry on a daily basis.
- Ensure the safe keeping of resident's property, record and log as appropriate

Emergency Accommodation:

- Assist with admissions to the shelter based on current policies.
- Facilitate access to Day Services, including Adult Homeless Multi-Disciplinary Team
- Advise on the operation and services available at the Day Services/Rough Sleeper Service.
- Spend time with people actively listening to them, being non-judgemental, respecting their culture and lifestyle.
- Refer to Outreach staff regarding any queries or referrals for emergency accommodation based on initial assessment / referral from other projects.
- Carry out Health and Safety checks and follow relevant procedures.
- Ensure the environment is kept to the highest standards of cleanliness and hygiene

Basic Services:

- Facilitate access to showers, clean clothes, laundry, meals, clean rooms to a high standard.
- Provide information on Cork Simon and other services available.
- Where appropriate refer people to the APS service.
- Where appropriate offer harm reduction information / offer advice on safe disposal of sharps.
- Where appropriate assist service users accessing and managing their medication.

Befriending + Relationship Building:

- Build a relationship with service users based on dignity trust & respect by accepting people as they are, spending time with them, actively listening and challenging them positively and proactively to make positive changes at a pace suitable to each person.
- Respond to complaints in a fair and impartial manner using procedures as a guide

Induction for Residents:

- Advise of services available and how they are accessed by residents and people using services
- Induct residents into the service and ensure they are aware of their responsibilities towards the facility, other residents, staff, neighbours and the local community
- Provide details of layout of shelter, day services, location of rooms etc.
- Advise of fire and safety regulations, evacuation procedures etc.
- Advise of the policies and procedures of the Shelter.
- Advise of roles and responsibilities of all community members using services and /or staying in the Shelter and using Day Services.

Involving residents and people using services:

- Assist in implementing a programme of social activities as organised by or with residents and people using services as appropriate
- Encourage residents to access education courses, classes, work placements that will build their independent living skills and ability to move out of homelessness.
- Ensure active participation by residents in the running of the project.
- Ensure residents are involved in all decisions that affect them as much as possible.
- Encourage residents to manage their own medication

Assist with the Implementation of Care Plans:

- Where is applies assist Team Leaders and Project Workers with the implementation of agreed care plans with residents
- Facilitate and encourage residents to access medical /mental health services, addiction and counselling services
- Act as an advocate when appropriate
- Monitor drinking, drug use and other addiction patterns with the person and assist Team Leader and Project Worker to revise harm reduction programme and care plans to identify areas for improvement.
- Assist residents in maintaining their personal hygiene.

Day Operations

- Participate in the smooth running and operation of the dayservice
- Facilitate access to internal primary health care team / AHIT team and other services
- Provide information and advice on external services
- Carry out health and safety checks and procedures
- Liaise with outside agencies as directed and appropriate

Neighbours/Local Community:

- Maintain good relationships with neighbours and the local community
- Work pro-actively to identify any issues that may pose problems for residents, neighbours and the community and work preventatively to address the issues
- Encourage involvement by neighbours and members of the local community in supporting the project
- Ensure residents are aware of their obligation to be good neighbours and members of the local community

Team Work:

- Work as part of the Emergency Housing Orientated Services team and with other CorkSimon Community project teams including Soup Run and Housing & Support Services (HSS).
- Provide essential cover for project workers in their absence.
- Provide cover for other Cork Simon Community projects when required
- Participate in the development and implementation of best practice.
- Delegate work tasks to Part-Time volunteers as appropriate.
- Debrief as a team and the end of each shift and complete handover
- Assist with the support of Students on Placement, Part Time and Full Time volunteers as appropriate.
- Facilitate access to the project by Soup Run Volunteers
- Brief and debrief (Soup Run) volunteers on each shift in the absence of project worker.
- Participate positively and proactively in the supervision process.
- Carry out any other appropriate work as requested by the supervisor.
- Staff may be transferred to other Cork Simon Community Projects as required as part of capacity building, staff development and/or other operational requirements.

Health & Safety:

- Staff must make themselves aware of health & safety policies affecting the workplace and to conform to regulations regarding safe practices (infectious diseases etc.) and the use of safety equipment.
- Comply with no smoking rules, use of protective clothing, glasses, gloves or footwear etc. where

deemed necessary by Cork Simon Community.

- Comply with all health & safety standards and work with due regard to your own safety and the safety of others.
- Participate in courses pertaining to health & safety and manual handling and other priority training.

Fire Safety:

- As far as is practicable, be responsible for safety and security of volunteers and residents.
- Participate in regular fire drills and be fully aware of evacuation plans, positioning of fire-fighting equipment, etc.
- Carry out daily fire equipment checks to ensure that fire and safety equipment is in good working order and make the Team Leader/Manager aware of any repairs and/or replacement needed for such equipment.

Professional Development:

- Participate in the supervision process and implement the Individual Learning Plan as devised with the supervisor.
- Under the supervision of the project worker learn how to key-work, develop care plans as part of individual learning & capacity building programme
- Where experience is evident and working practices are of a high quality, and the CSA is deemed to meet the criteria for supervising, then a team leader may recommend to the manager or head of projects that the CSA be put forward for supervision training. Once training is completed the CSA may undertake supervision of volunteers or students under the supervision and with the support of the Team Leader.

Key Performance Indicators:

- Accuracy & quality of records.
- Boundaries managed effectively
- Critical incidents managed successfully.
- Effective teamwork
- Fire, health and safety procedures followed
- Flexibility
- Good attendance record
- High standards of the environment and maintenance
- Implementation of Individual Learning Plan.
- Improvement in health and well-being of residents and people using services
- Level of person-centred activity.
- Maintaining high standards of health and safety.
- Positive engagement by residents and people using the services
- Positive engagement in the supervision process
- Programme of social, recreational, educational and work activity
- Regular attendance at meetings, handovers etc.
- Resident feedback
- Residents and people using the services moving on successfully
- Response at gate, speed of access for people coming for services
- Supporting the implementation of agreed care plans.
- Supporting the implementation of harm reduction programmes and positive outcomes

Supervisor: Project Worker or Team Leader

PERSONAL SPECIFICATION

Specification	Essential	Desirable
Knowledge	<input type="checkbox"/> Homelessness & Social Deprivation <input type="checkbox"/> Good Care Practice including: - Non-Judgemental Approach - Confidentiality - Client/needs Led - Excellent boundaries	<u>Working with</u> <input type="checkbox"/> Range of age groups <input type="checkbox"/> People with mental health issues <input type="checkbox"/> People with addictions, drug/alcohol issues
	<input type="checkbox"/> Knowledge of Mental Health, Drugs and Alcohol issues and the range of responses	<input type="checkbox"/> Health & safety
		<input type="checkbox"/> Knowledge of benefits and services relevant to people who are homeless and how to access them. <input type="checkbox"/> Knowledge of harm reduction programmes <input type="checkbox"/> Knowledge of services and issues relevant to rough sleepers
Skills	<input type="checkbox"/> High Level of Communication Skills <input type="checkbox"/> Interpersonal Skills <input type="checkbox"/> Listening skills <input type="checkbox"/> To motivate & empower people <input type="checkbox"/> Numeric & Written Skills <input type="checkbox"/> Record Keeping/Report writing <input type="checkbox"/> IT / PC skills <input type="checkbox"/> Manage challenging behaviour appropriately <input type="checkbox"/> Negotiation skills <input type="checkbox"/> Advocacy skills <input type="checkbox"/> Good Organisational skills <input type="checkbox"/> Conflict resolution skills <input type="checkbox"/> Problem Solving skills <input type="checkbox"/> Decision making	<input type="checkbox"/> HACCP <input type="checkbox"/> First Aid <input type="checkbox"/> Managing residents' medication
Ability	<input type="checkbox"/> To take direction <input type="checkbox"/> To work under pressure <input type="checkbox"/> To work as part of a team <input type="checkbox"/> To work on own initiative <input type="checkbox"/> To develop rapport with residents <input type="checkbox"/> To empathise <input type="checkbox"/> To respond to change & to adapt <input type="checkbox"/> To self-care	
Experience	<input type="checkbox"/> Previous experience in a care setting <input type="checkbox"/> Administrative support	<input type="checkbox"/> Working in the Voluntary Sector <input type="checkbox"/> Working in Residential Care setting <input type="checkbox"/> Experience of working with Homeless People
Qualifications	<input type="checkbox"/> Leaving Certificate or equivalent	<input type="checkbox"/> Social Care / Social Studies
Personal Attributes	<input type="checkbox"/> Assured Manner	

	<input type="checkbox"/> Honesty	
	<input type="checkbox"/> Integrity	
	<input type="checkbox"/> Flexible to the working environment & change	
	<input type="checkbox"/> Sensitive	
	<input type="checkbox"/> Patient	
	<input type="checkbox"/> High Tolerance Level	
	<input type="checkbox"/> Confident	
	<input type="checkbox"/> Mature Approach	
	<input type="checkbox"/> Commitment to Social Justice	

ADDITIONAL INFORMATION

Cork Simon Community	
Job Title	Project Support Worker - EHOS
Vacancy	Permanent and fixed term contracts available. We will also be recruiting for a panel from which to fill future Project Support Worker vacancies.
Location	Emergency Housing Orientated Services (EHOS), Anderson's Quay, Cork.
Working days/hours	<ul style="list-style-type: none"> ➤ 2 x evening posts (1 permanent & 1 fixed term) ➤ 2 x evening Polish speaking posts (1 permanent & 1 fixed term) ➤ 1 x day post (31 hours, 08.00-16.00 Wed, Sat, Sun & 08.00-13.30 Thurs, Friday) – fixed term to end of October ➤ 1 x day post (3 days on, 5 days off, average 18.38 hours, 08.00-16.00) – fixed term 9 months
Salary	Starting salary is assessed according to experience. Maximum salary starting point is Point 2 for permanent post. Salary Scale: Point 1 €26,777 to Point 9 €33,113 (based on a 35-hour week, pro rata will be applied where hours worked are less than 35 hours per week)
Sunday Premium	Double time is paid for Sunday working
Public Holiday	Double time is paid for Public Holiday working
Occupational Pension Scheme (Defined Contribution Scheme)	Compulsory membership on completion of 6 month's service. Employer contribution 5%. Employee contribution is minimum 3% with option of Additional Voluntary Contribution.
Death in Service Benefit Group Scheme	Compulsory membership on completion of 6 month's service. Death in Service Benefit contribution is currently €1.15 per week. Benefit is twice annual salary.
Saturday Allowance	A flat-rate allowance of €14.23 is paid for Saturday working
Holidays	5 weeks annual leave pro rata
Closing Date	Monday, 27 th May 2024 at 5pm
Interviews	To be confirmed