

Job Title:	Support Worker, St Patricks Hill	Post Holder:	Vacant
Reports To:	Team Leader	Location:	Limerick
Salary:	This role is attached to a defined salary scale which ranges from €31,190 to € 37,410 and appointments are made depending on experience.		

Purpose of the Job

The role of Support Worker is vital to the successful delivery of quality programmes and services in NOVAS for our clients. The Support Worker will support the clients of St Patricks Hill, which is a low support, small residential service for adults with disabilities.

The Support Worker will report directly to the Project Manager, will be a member of the St Patricks Hill Team, and work collaboratively with the staff teams, wider NOVAS services, external service providers and local authorities in the region.

The Support Worker will ensure the efficient day to day running of the service during the shift, effective communication with partner services and all aspects of health and safety.

The role is situated in our St Patricks Hill service, Limerick. It is 40 hours a week. The shifts are typically 8 or 15 hours, depending on the needs of the service and are over 7 days a week.

The Support Worker will have a minimum of Level 5 Professional Qualification or higher (National Framework of Qualifications) in Social Care or another allied health profession with training or experience in the areas of Homeless and/or Disability Services and will be expected to work within the relevant frameworks of quality standards or legislation.

This job description is a guide to the general range of duties assigned to the post holder. It is intended to be neither definitive nor restrictive and is subject to periodic review

Environment of the Job

NOVAS is a not for profit organisation and Approved Housing Body, we work with single adults, couples and families and who are homeless or at risk of being homeless. We provide

a range of services and accommodation. Our first service was established in Limerick in 2002 which was a temporary low-threshold emergency homeless accommodation and we have grown from there. We now have over 300 staff, and more than 30 services in Limerick, Dublin, Clare, Kerry, Cork and Tipperary including emergency homeless accommodation, transitional homeless accommodation, social housing and community based services for tenancy sustainment, homelessness prevention, mental health and recovery.

NOVAS is a Trauma Informed Practice Organisation and the principles of collaboration, diversity, respect and trust are embedded in our way of working together.

Our services are provided through support of our partners in local government through the Local Authorities, HSE, and other donors and funders.

Delegation and Reporting

The Support Worker has decision making remit for the areas of identifying appropriate housing and support needs in collaboration with clients, colleagues and management within the services within the city and sometimes the wider surrounding areas. The Support Worker may also be required to consult with, and take direction from Head of Operations or the CEO, or another specified member of the senior management team.

The Support Worker will at all times operate in a professional and respectful manner, maintaining high quality standards of work in accordance with the values and mission of NOVAS. Their decision making will at all times be informed by the best interests of the clients and tenants and ensuring cost effective value for money, use of donations and public money.

Challenges

The nature of our work involves supporting the most vulnerable people who often have complex needs and may be survivors of trauma. As a result, during the course of your work you may engage with sensitive and confidential matters that require empathy, compassion and pragmatism. You may also encounter clients or tenants who are in distress, displaying challenging behaviours or struggling to moderate their behaviour. Patience, respect and an

ability to remain professional and focused on deescalating is essential. Further training will be provided in Trauma Informed Practice or Crisis Prevention.

As an organisation that is largely funded by public money, effective use of resources is a continuous focus and challenge.

Key Accountabilities

Accountability	Achieved by
Client Care and Support	<ul style="list-style-type: none"> ▪ To assess individual clients needs and liaise with appropriate services to deliver appropriate support. ▪ To approach clients at all times with dignity and respect and ensure they are provided with choices around the services they receive. ▪ To support clients in line with Trauma Informed Practice and harm reduction principles.
Name of Accountability	<ul style="list-style-type: none"> ▪ To be aware of child protection issues and correct reporting procedures. ▪ To adhere to all policies and procedures, particularly in relation to child protection, safeguarding vulnerable adults, confidentiality, finance, personal safety and customer care. ▪ To assist clients in providing feedback on services through meetings, the complaints procedures, suggestions and use of questionnaires. ▪ To be accessible and responsive at all times to clients' questions, concerns and requests for information. ▪ To keep accurate, up to date, factual client records via the NOVAS and funders recording platforms. (Salesforce) ▪ To assist clients in gaining access to their personal files in accordance with procedures. ▪ To promote and implement the principles of customer care.

Financial Responsibilities	<ul style="list-style-type: none"> ▪ To be aware of and adhere to all relevant financial procedures and regulations of the organisation and to report any discrepancies either on the part of the post-holder or others to your manager immediately
Liaison	<ul style="list-style-type: none"> ▪ To establish responsive liaison arrangements both within the association and externally with Approved Housing Bodies, Long Term Supported Accommodation Providers, Limerick City Council, the DRHE and other partners as required. ▪ To promote the work of NOVAS to other organisations. ▪ To attend internal and external meetings where appropriate and as requested. ▪ To be accountable for your workload and movements to both your line manager and the appropriate senior managers.
Supervision, Support & Development	<ul style="list-style-type: none"> ▪ Engaging in regular supervision or one-to-one sessions with your line manager. ▪ Working under the direction of your line manager and the wider management team. ▪ Working to help the organisation achieve the aims and objectives of the strategic plan in line with our values and mission. ▪ Participating in team meetings. ▪ Familiarity and compliance with all relevant policies and standards. ▪ Participation in relevant and required training events.
Health & Safety	<ul style="list-style-type: none"> ▪ Attention to your own Health & Safety in the workplace. ▪ Vigilance of health & safety hazards and timely reporting of same to your line manager. ▪ Managing incidents and accidents in accordance with policies. ▪ Managing and reporting incidents and accidents in accordance with policies and procedures.

	<ul style="list-style-type: none"> ▪ Ensuring all Fire Safety Checks are carried out in line with policies, procedures and regular tasks. Reporting any issues immediately to the Support Manager. ▪ Ability to recognise and administer basic First Aid to clients as required. This includes CPR and Naloxone administration. Mandatory Training will be provided. ▪ Adhere to all the principals of manual handling. ▪ Ensuring that the service is safe, reporting any security issues to the Support Manager/Gardaí as required. ▪ Adherence to all infection prevention control measures and compliance to all guidance in relation to IPC
Information Management	<ul style="list-style-type: none"> ▪ Ensure data and personal information relating to clients, tenants, staff and other members of the organisation is kept safe and secure using the correct systems and procedures, is collected for legitimate purposes and is safely destroyed when appropriate.

Person Specification

Essential Criteria

Documentary evidence of qualifications and eligibility will be confirmed at the end of any recruitment process, candidates who do not possess the essential requirements, on the date of application will not be offered a position. It is the responsibility of the applicant to ensure they meet the essential criteria of the person specification.

The appropriate candidate will have:

- A minimum of Level 5 Professional Qualification or higher (National Framework of Qualifications) in Social Care or another allied health profession.
- Experience in working with people who are homeless, have a disability or other social care groups.
- Administration skills for record keeping and report writing and computer literacy.
- Ability to provide services that foster and enhance the dignity, development and independence of the individual.
- Ability to communicate effectively with a wide variety of people.
- Understanding of the needs of vulnerable people with disabilities.
- Knowledge of and a commitment to equal opportunities.
- Availability to work a Day, Evening, Weekend pattern as required
- Garda Vetting / Criminal Record Self Declaration will be sought for this role.

Desirable Criteria

It would be an advantage for the candidate to have:

- Experience working on own initiative, lone working, managing one's own caseload and time management.
- Experience and knowledge of working in two or more of the following areas: Homeless sector, Tenancy Sustainment, Family Support, Residential Care, Mental Health, Challenging Behaviour, Disability Services or Substance Misuse.
- Knowledge of statutory and voluntary social care services and systems.
- Experience of working in, or a strong interest in the charity or not-for-profit.

NOVAS Employment Benefits

NOVAS is committed to attracting and retaining the best talent in service of our clients and tenants and values the hard work and commitment of our staff.

Detailed below are a range of benefits you receive as a NOVAS employee.

Support & Supervision	Every employee will have regular planned one-to-one meetings with their line manager as well as Team Meetings and Monthly All Staff Town Hall meetings in order to ensure you are connected to, and supported by your colleagues and the organisation.
Learning & Development	NOVAS will fully fund a wide range of training programmes required role specific including First Aid, Fire Safety, Manual Handling, Trauma Informed Practice.
Career Progression	NOVAS believes in supporting the development and career path for our staff and develop skills for role changes, Leadership Preparation and Management Development.
Salary Scales	NOVAS has defined salary scales and has committed to awarding annual increments to staff depending on sustained funding.
Annual Leave	26 Days annual leave plus bank holidays.
Pension	A direct contribution pension with a 5% employer and employee contribution totalling 10%.
Employee Assistance Programme	Our Employee Assistance Programme provided by Inspire Wellbeing gives staff access to free confidential counselling and a suite of online mental health and wellness tools.
Further Education Support	With the help of your line manager you can apply for financial support, study leave or exam leave days to complete external professional qualifications to help further your career.
Sick Pay	2 Weeks full and 2 weeks half sick pay certified.
Maternity Leave	18 weeks full pay which can be pro rata across duration.