



FIRST HOUSING
Aid & Support Services

CANDIDATE INFORMATION PACK

Dear Applicant

RE: FAMILY SUPPORT WORKER (Ref: FWSV/R1/01) (Derry/Londonderry)
THREE YEARS FIXED TERM CONTRACT

Thank you for your enquiry in respect of the above position. Enclosed you will find the following information:

- Summary Information of the project
- Job Description, which includes:
 - Summary of Role
 - Person Specification
- Privacy notice

Please complete the employee-monitoring questionnaire and return it with your completed application form. It will be kept separate from your application for selection purposes.

The closing date for receipt of applications is: Friday, 21st MAY 2021 @ 12 noon

Please note:

All our recruitment for this position will be done through e-mail, please provide a suitable e-mail address for correspondence and attach your completed application form.

If you do not have an e-mail address, please contact Karla on 07921056728

If you have a disability and in the event that you are shortlisted, you may notify us to enable us to make any reasonable adjustments for interview.

Shortlisting will be undertaken on the basis of the enclosed person specification, so please address all criteria listed in the person specification when completing your application.

This post will be subject to an Access NI check and compulsory registration with the Northern Ireland Social Care Council. (NISCC)

Thank you for your interest in the work of First Housing Aid & Support Services, we look forward to receiving your completed application.

Yours faithfully

Karla O'Kane
Personnel Manager
Encs

Information about our Shepherd's View Young Parents' Project

The Shepherd's View Young Parents' Project provides supported accommodation for young parents' age 16-25yrs. Some young parents are linked with social services, others have just left their family home due to family breakdown, some have drug and alcohol dependency and all are homeless.

The Project has 16 self-contained fully furnished flats.

We aim to:

- Work in partnership with parents and children developing supportive relationships based on mutual respect and openness, and to offer a range of support to young parents to empower and enable them to maximise their potential as individuals and as parents by promoting opportunities which will enhance the quality of their lives and the lives of their children for them to return to their community of choice.
- Help young parents to maintain and nurture links with immediate/extended family significant others and community.
- Engage other key agencies in working in partnership with young parents towards ensuring that needs are met in a flexible and responsive manner
- Provide an environment that is not only safe, but also stimulating, happy and actively promoting the development of positive self-image with children. There is also an outside play area for parents and children to share.

At the project, Accommodation Support Workers provide Housing Related Support via a key worker model, focusing on housing issues and managing a home. The Family Support Worker can work in partnership with Social Services and families to encourage and help them to participate in programmes that add capacity to the family, focused on positive parenting.



FIRST HOUSING AID & SUPPORT SERVICES

JOB DESCRIPTION

Title:	Family Support Worker
Reports To:	Manager, Shepherds View
Purpose & Objectives:	To work in partnership with parents and children within the project and within the community if needed, identifying when families are at their most vulnerable and quickly working with the family towards early intervention responses, in conjunction with the Social Worker.
Location:	Shepherds View Accommodation Project, Derry/Londonderry.
Salary	£19,871 per annum
Hours of Work	37.5 hours per week (Flexibly required Monday to Friday, to include some evening work when required)
Probationary Period	6 months
Annual Leave	5 working weeks, exclusive of bank and customary holidays
Sickness Scheme	3 working weeks contractual pay in any 12 month rolling period under current terms and conditions of employment
Pension	Company pension available, details available on request

MAJOR TASKS AND RESPONSIBILITIES:

1. To assist Social Workers in assessing the needs to children, young people and families in accordance with Legislation, Policy and Procedure.
2. To assist Social Workers in the implementation of Child Care Plans
3. To undertake direct work with children and young parents
4. To facilitate supervised contact arrangements. This will include driving duties
5. To support parents and children in developing confidence and self-esteem
6. To contribute to parenting programmes (individual and group work)

7. To participate in recording and reporting systems in regards to daily events in view of clear communication requirements
8. To read and understand all First Housing policies and standards and implement these within the project.
9. To maintain confidential and accurate records of all work undertaken and comply with recording standards of First Housing.
10. To use databases and other electronic management systems focused towards service provision improvements and quality outcomes, which will include secure remote access to third party systems.
11. To work within a multi-agency setting.
12. To work and maintain First Housing's Child Protection policy and protocols.
13. To respect our policy and ability to demonstrate commitment and application, of Equal Opportunities and Anti-Discriminatory Practice.
14. To carry out other duties of the post as may be required.

RELATIONSHIP WITH FIRST HOUSING

- To be an active team member, supporting colleagues, being prepared to receive support as necessary and contribute fully to team workload.
- To participate in staff meetings as required.
- To participate in staff development and review.
- To attend training as identified and required in relation to personal and professional development.
- To comply with the policies and procedures in place that meet with health and safety legislation.
- To respect our policy of promoting equality/valuing diversity.
- All staff members are required to adhere to the implementation of recording and monitoring procedures as set out within the 'Supporting People' Quality Monitoring Tool.
- To ensure adherence to Northern Ireland Social Care Council standards of conduct and practice (where NISCC registration is required)

PERSON SPECIFICATION

Family Support Worker, Shepherds View (FWSV.R1.01)

Requirement	Essential or Desirable?	How Assessed?
<p>Qualifications / Education / Training:</p> <ul style="list-style-type: none"> • Minimum of three GCSE's at grade C or above (or equivalent) including English Language 	Essential	Via application form/appropriate certificates
<ul style="list-style-type: none"> • Diploma in Children's Care and Development Advanced Practice Level 4 Desirable OR • HND Advanced Practice working with Children and Families OR • BTEC Level 4 Health and Social Care OR • NVQ Level 4 in Work with Parents (Intense Support for families with Multiple and Complex Needs) 	Essential	Via application form/appropriate certificates
<p>Experience:</p> <ul style="list-style-type: none"> • At least one years recent experience of working with families with multiple and complex needs 	Essential	Via application form/interview/references
<ul style="list-style-type: none"> • Working with people that are homeless or those leading an unsettled lifestyle 	Essential	Via application form/interview/references
<ul style="list-style-type: none"> • Assessment interviewing 	Essential	Via application form/interview/references
<ul style="list-style-type: none"> • Managing a caseload 	Essential	Via application form/interview/references
<ul style="list-style-type: none"> • Providing a frontline service to the public 	Essential	Via application form/interview/references
<ul style="list-style-type: none"> • The post holder must be able to demonstrate a good attendance/performance work record 	Essential	Via application form/interview/references

Requirement	Essential or Desirable?	How Assessed?
<ul style="list-style-type: none"> Ability to deliver concise recording systems and reports 	Essential	Via application form and interview
<ul style="list-style-type: none"> Ability to work effectively and meet deadlines 	Essential	Via application form and interview
<ul style="list-style-type: none"> Further experience working with parents/ children in a formal paid setting 	Desirable	Via interview
<p>Knowledge:</p> <ul style="list-style-type: none"> Knowledge of the support needs of vulnerable parents (16 – 25 years) 	Essential	Via interview
<ul style="list-style-type: none"> Knowledge of Adults at Risk/ Child Protection Policy and Procedure 	Essential	Via interview
<ul style="list-style-type: none"> Knowledge of the work of the statutory, voluntary agencies associated with Homelessness 	Desirable	Via interview
<ul style="list-style-type: none"> Awareness of Family Support Services 	Desirable	Via interview
<p>Skills & Competencies:</p> <ul style="list-style-type: none"> Excellent communication and interpersonal skills to meet the needs of the post in full which will include the writing / compilation of reports. 	Essential	Via interview/application form/references
<ul style="list-style-type: none"> Demonstrate an aptitude for working with children and families. 	Essential	Via interview/ application form/references
<ul style="list-style-type: none"> Competent in the use of IT software such as wordprocessing, databases, internet and e-mail 	Essential	Via interview/ application form/references
<ul style="list-style-type: none"> Flexible, approachable and can work under pressure 	Essential	Via references/interview

Requirement	Essential or Desirable?	How Assessed?
<ul style="list-style-type: none"> • Able to work both independently and as part of a multidisciplinary team. 	Essential	Via references/interview
<ul style="list-style-type: none"> • Willingness to take managerial direction. 	Essential	Via references/interview
<ul style="list-style-type: none"> • Excellent organisational skills and ability to prioritise workloads to deliver within agreed deadlines 	Essential	Via interview/references
<ul style="list-style-type: none"> • Ability to work with challenging behaviour 	Essential	Via interview/references
<p>Personal Attributes:</p> <ul style="list-style-type: none"> • Ability to retain confidence and discretion. 	Essential	Via references/interview
<p>Other:</p> <ul style="list-style-type: none"> • No health problems which would adversely affect ability to carry out all the duties of the post. 	Essential	Via application form and interview

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First Housing Aid & Support Services Privacy Notice

In May 2018, the new general Data protection Regulation (GDPR) comes into effect, which gives you more rights around how your information is used. To make you feel confident about how we process your information, we've provided this Privacy Notice to make things clearer. See below for a summary of what it says.

How do we use your information?

We use your information in ways you would expect:

- manage the recruitment process and assess your suitability for employment or engagement
- decide to whom to offer a job
- comply with statutory and/or regulatory requirements and obligations, e.g. checking your right to work in the UK
- comply with the duty to make reasonable adjustments for disabled job applicants and with other disability discrimination obligations
- ensure compliance with your statutory rights
- ensure effective HR, personnel management and business administration
- monitor equal opportunities
- enable us to establish, exercise or defend possible legal claims

Please note that we may process your personal information without your consent, in compliance with these rules, where this is required or permitted by law.

Who do we share your information with and where do we get information from?

- information may be shared internally within the Company for the purposes of the recruitment exercise, including with members of the HR department, members of the recruitment team, managers in the

department which has the vacancy and IT staff if access to your personal information is necessary for the performance of their roles.

- external organisations for the purposes of conducting pre-employment reference and employment background checks
- Access NI, to obtain a criminal record check
- former employers, to obtain references
- professional advisors, such as lawyers

We may also need to share your personal information with a regulator or to otherwise comply with the law.

How do we protect your information?

We have put in place measures to protect the security of your personal information. In addition, we limit access to your personal information to those employees, workers, agents, contractors and other third parties who have a business need to know in order to perform their job duties and responsibilities.

How can I find out more?

Our full Privacy notice contains more detail about:

- How we use your information
- The reasons for using your information
- Our retention periods
- Your rights, including how to get a copy of your information, how you can have it corrected or erased, how you can object to our use; and
- How to contact the compliance manager

You'll find a full notice at www.first-housing.com/recruitment, or you can call Karla, Personnel Manager at 07921056728; e-mail: karlaokane@first-housing.com

Do I have to do anything?

No, this is just information; you don't have to do anything