



FIRST HOUSING
Aid & Support Services

CANDIDATE INFORMATION PACK

Dear Applicant

RE: DEPUTYMANAGER, ARDMOULIN MEWS, BELFAST (Ref: DMA/R2/01)

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: Friday, 19th November 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 Ardmoulin Mews Project

First Housing Aid and Support Services supports individuals and families who are homeless, or at risk of becoming homeless.

Ardmoulin Mews accommodation project has 21 individual apartments situated off Divis Street (a 10 minute walk from the Belfast city centre) providing good quality housing to homeless families. We have 5 one bedroom, 11 two bedroom & 5 three bedroom apartments based over three floors. Three of these apartments are specifically designed for those with mobility issues.

We are staffed 24/7 and also operate an on-call service to support staff. All referrals to Ardmoulin Mews are allocated a keyworker at the booking in stage who will work with these families on a 1:2:1 basis to deal with support issues that may arise following risk and needs assessments.

All referrals to this project are from the Homeless Service Unit, Northern Ireland Housing Executive, Belfast. They now operate a waiting list for the project following an increase in demand.

After referral to the project all services users can expect a full support package that will include practical help:

- (budgeting/cooking)
- parenting skills
- liaison with outside agencies
- emotional support
- advice, guidance and listening
- involvement in activities
- training courses and developing social skills



FIRST HOUSING AID & SUPPORT SERVICES

JOB DESCRIPTION

Title: Deputy Manager

Reports To: Manager

Purpose & Objectives: To work alongside the Manager to manage and direct an accommodation project and staffing team, providing residential provision to vulnerable families that are homeless.

Implement effective and appropriate management structures and systems to meet the accommodation needs of service users and the implementation of support procedures. These support procedures will include monitoring, assessment and review of residents as well as ensuring a healthy, safe and secure living environment is maintained.

To act in a professional, proactive capacity that will contribute to the strategic aims of the organisation in enhancing the well-being of its service users through a network of support.

Location: Based at 1 Ardmoulin Terrace, Belfast, BT12 4SE

Salary £23,060 per annum

Hours of Work 37.5 hours per week, (shift rota basis to cover day, night and weekend shifts)

On Call Allowance £75 per week, 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 on request

MAJOR TASKS AND RESPONSIBILITIES:

1. To cover and help implement rota duties that includes day, evening and overnight shifts in managing the accommodation units within the project.
2. To ensure, in collaboration with the Manager, that the accommodation team are carrying out daily operational tasks in a consistent manner.
3. To participate in recording and reporting systems regarding daily events in view of clear communication requirements and reporting directly to the Manager.
4. To deputise in the event of the Manager being absent.
5. To be 'on-call' as required and respond appropriately to critical incidents within this project.
6. Achieve agreed Service User outcome targets for the project; implementing outcomes-based Support Plans for Service Users and monitoring assessments in line with identified needs.
7. Undertake case management, assessment and support planning responsibilities as appropriate.
8. To use databases and other electronic management systems focused on service provision improvements and quality outcomes, which will include secure remote access to third party systems such as that of the NIHE.
9. Work in conjunction with referring agents, and other stakeholders and beneficiaries of the project to ensure appropriate promotion of the service and effective service delivery

TEAM LEADERSHIP

1. Assist the manager to supervise and direct a team of up to 8+ staff and support and create a culture of high performance, empowerment and new ways of working, helping to address any team management issues as they arise.
2. Assist in the induction of staff, placements and volunteers within the project.
3. Provide ongoing assessment of staff in accordance with the organisation performance management systems.
4. Prepare staff rotas to ensure effective support to all Service Users, both within accommodation and in the wider community within the operational area, and be

available to ensure the provision of a 24-hour support service and an ON Call Crisis Intervention Service that can be utilised at short notice.

5. To provide reports and updates to the Manager on operational activities within the project.

QUALITY ASSURANCE/CONTINUOUS IMPROVEMENT

1. Work with the Line Manager using a Quality Monitoring Tool, delivering continuous improvement for funding bodies and stakeholders.
2. Undertake case management assessment and support planning reviews.
3. Aid in coordinating a shared case management approach to service users within a multi-agency assessment.

SERVICE USER OBJECTIVES

1. Achieve and agree service user outcome targets for the project in line with identified needs.
2. Ensure all service users are empowered with the opportunity for self-determination and choice enabling them to manage their domestic, personal, and financial resources and develop independent living skills.
3. Make full use of available services and information available to support vulnerable service users. This requires effective communication and liaising with a range of agencies, e.g. Housing, Social Security etc.
4. Attend multi agency meetings in support of the service user.
5. Maintain confidentiality of the service user in line with organisational and legislative requirements.

HEALTH AND SAFETY

1. Ensure the maintenance and general upkeep of the project and all physical facilities.
2. Undertake health and safety risk assessment and implement agreed actions.

3. Carry out regular health and safety inspections as directed by the line manager.
4. To report and enforce repairs and maintain appropriate records.
5. Participate in household tasks to ensure the smooth running of the project.

FINANCE ADMINISTRATION

1. To work in conjunction with the Manager and the Finance Department to ensure appropriate accounting procedures and concise records are maintained as required.
2. Implement and participate in fundraising activities and promote the interests of the organisation.
3. Ensure that all financial transactions within the project are properly collected and recorded.

OTHER REQUIREMENTS

1. Undertake other reasonable responsibilities delegated by the Management.

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

Deputy Manager, Ardmoulin Mews, Belfast (DMA.R2.01)

Requirement	Essential or Desirable?	How Assessed?
<p>Qualifications / Education / Training:</p> <ul style="list-style-type: none"> • A relevant qualification in Health and Social Care or related field (minimum NVQ level III or equivalent) 	Essential	Via application form/appropriate certificates
<ul style="list-style-type: none"> • A Management Qualification (or a commitment to work towards level 5 in Managing Health and Social Care) 	Essential	Via application form/appropriate certificates
<p>Experience:</p> <ul style="list-style-type: none"> • Direct work experience providing support to vulnerable individuals who are homeless 	Essential	Via application form/interview/references
<ul style="list-style-type: none"> • Relevant supervisory management experience 	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
<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
<p>Knowledge:</p> <ul style="list-style-type: none"> • Knowledge of the support needs of individuals that are homeless 	Essential	Via interview
<ul style="list-style-type: none"> • Knowledge of financial management and partnership working 	Essential	Via interview

Requirement	Essential or Desirable?	How Assessed?
<ul style="list-style-type: none"> Knowledge of Adults at Risk/ Child Protection/ Protection from Abuse policies and procedures 	Desirable	Via interview
<ul style="list-style-type: none"> Knowledge of the work of the statutory, voluntary agencies associated with Homelessness 	Desirable	Via interview
<p>Skills & Competencies:</p> <ul style="list-style-type: none"> Excellent interpersonal and communication skills, particularly able to deliver information in an engaging manner to suit a variety of audiences 	Essential	Via presentation exercise/ interview/application form
<ul style="list-style-type: none"> Competent in the use of IT software such as word processing, databases, spreadsheets, internet and e-mail 	Essential	Via presentation exercise/ interview/ application form/references
<ul style="list-style-type: none"> Flexible, approachable and can work under pressure 	Essential	Via references/interview
<ul style="list-style-type: none"> Able to work both independently and as part of a 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"> Experience in developing and implementing effective rota systems 	Essential	Via interview/references
<p>Personal Attributes:</p> <ul style="list-style-type: none"> Ability to retain confidence and discretion. 	Essential	Via references/interview

Requirement	Essential or Desirable?	How Assessed?
Other: <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