Gatelodge, 8 Flax Street, Belfast, BT14 7EQ

JOB DESCRIPTION

Post:	Casual Foyer Support Worker	**Analyst:**	Caroline Keenan Jackson, Director of Housing & Corporate Services
Date:	March 2023	**Department:**	Flax Foyer, 16 Flax Street, Belfast 14

1.	**JOB DETAILS**	
a.	**Responsible to:**	Foyer Manager
b.	**Working hours:**	As and when required/Days/Nights
c.	**Wage level:**	£11.50 per hour, enhanced public holiday rate of £15 per hour
d.	**Essential Experience/Skills:** A minimum of 1-year experience (gained within the last 5 years) of providing security/support. Excellent interpersonal and communication skills.	
f.	**Desirable Qualifications:** GCSE Maths and English Language, passed at C Grade or above, or equivalent	
2.	**JOB SUMMARY**	
	The Foyer provides accommodation and support services to young adults for a maximum of 2 years. The service encourages residents to be able to achieve self-reliance and independence through access to training and personal development. The job holder will support the development of young adults aged 18 – 25 years during their stay in the Foyer as well as contributing to the overall operation of the Foyer.	
3.	**KEY TASKS**	
3.1	**Resident Support**	
3.1.1	To provide support and advice to clients.	
3.1.2	Promote equal opportunities, anti-discriminatory practice, diversity and individual rights	
3.1.3	Report and document any inappropriate resident behaviour	
3.1.4	Prepare incidents reports for Foyer Manager as and when required	
3.1.5	Contact emergency services when required and follow up with Foyer Manager	
3.2	**Health and Safety/Security**	
3.2.1	To ensure the Foyer building, property and residents are safeguarded and monitored	
3.2.2	To monitor CCTV to ensure residents are behaving in a socially responsible manner and visitor access is authorised	
3.2.3	To maintain a log of residents, and their visitors, entry and exit of the Foyer	

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3.2.4	To receive and issue keys to individual flats. Record key management into the log book as residents and their visitors enter/leave the Foyer
3.2.5	To ensure fire safety procedures are adhered to
3.2.6	In the event of a fire emergency, contact NI Fire and Rescue Service, evacuate the building, take a roll call at assembly point and inform Manager
3.2.7	To be aware of, and adhere to, the procedures for dealing with breaches of security
3.2.8	To carry out health and safety duties with regard to property, i.e. security checks, door/windows equipment, trip and slip hazards, cleaning duties etc.
3.2.9	To report any maintenance defects/repairs via internal reporting procedure
3.3	**Administration**
3.3.1	To respond to phone calls and follow up action as required
3.3.2	To record contact with residents
3.3.3	To assist in file maintenance
3.3.4	To adhere to Data Protection policy and procedure
3.4	**General**
3.4.1	Ensure adherence to the policies and procedures of the Association, particularly those regarding equal opportunity, health and safety and confidentiality.
3.4.2	Adhere to the rules of NB Housing in relation to Section 75 and equality of opportunity
3.4.3	To promote the organisations Mission, Values (Integrity, Sustainability, Excellence, Empowerment, Collaboration, Fairness) aims and Objectives.
3.4.4	To maintain professional boundaries and confidentiality within the Association
3.4.5	To attend staff meetings, training, forums, which may occur outside normal working hours
3.4.6	To participate in Performance Reviews and supervision sessions
3.4.7	Actively promote the operations of the Association and maintain and develop links with outside agencies, ensuring the best interests of the Association are promoted at all times
3.4.8	Carry out any other duties as may be reasonably expected from time to time that are conducive to the effective delivery of the role and success of the Association.

Please be advised that this list is not meant to be exhaustive and may be added to or amended as and when deemed necessary.

Signed by Employee:

Signed: _____ Date: _____

Signed on behalf of Association:
Signed: _____ Date: _____

Position: _____

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