

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. The Simon Community requires that any person who wishes to work, in any capacity, within the Community should also know and observe Cork Simon 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: Casual Care & Support Assistant

Project: Homeless Emergency Support Service (HESS)

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

Key Tasks:

Initial Contact:

- On first contact identify immediate need and refer to other services where 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 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 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 is organised by or with residents and people using services as appropriate
- 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, form filling
- Act as an advocate when appropriate
- Monitor drinking patterns with the person and assist Team Leader and Project Worker to revise harm reduction programme and care plans to identify areas for improvement

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 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 rent/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, link 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 Shelter and Day & Outreach team and with Cork Simon Community project teams including Soup Run, Housing, Housing Support
- Provide cover for other Cork Simon projects when necessary
- 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
- Provide essential cover for project worker in their absence
- 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

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 their 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.

Key Performance Indicators:

- Accuracy & quality of records.
- Boundaries managed effectively
- Critical incidents managed successfully.



- Effective teamwork
- Fire, health and safety procedures followed
- Flexibility
- 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 as designated

PERSONAL SPECIFICATION

Care & Support Assistant – Homeless Emergency Support Service

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	<input type="checkbox"/> Mental Health Issues <input type="checkbox"/> Drug & Alcohol Addiction Issues <input type="checkbox"/> Harm reduction programmes
	<input type="checkbox"/> Services & issues relevant to rough sleepers	<input type="checkbox"/> Awareness of food hygiene
Skills	<input type="checkbox"/> High level of Communication Skills <input type="checkbox"/> Interpersonal Skills <input type="checkbox"/> Listening Skills <input type="checkbox"/> Numeric & Written Skills <input type="checkbox"/> Problem solving/decision making skills <input type="checkbox"/> Record keeping, report writing <input type="checkbox"/> Motivate & empower people <input type="checkbox"/> Problem solving <input type="checkbox"/> IT / PC Skills <input type="checkbox"/> Advocacy <input type="checkbox"/> Conflict resolution <input type="checkbox"/> Health & Safety	<input type="checkbox"/> HACCP <input type="checkbox"/> First Aid <input type="checkbox"/> Management of medication
Ability	<input type="checkbox"/> To work as part of a team <input type="checkbox"/> Work to care plan <input type="checkbox"/> To work on own initiative <input type="checkbox"/> To work under pressure <input type="checkbox"/> To empathise <input type="checkbox"/> To take direction <input type="checkbox"/> Manage challenging behaviour appropriately <input type="checkbox"/> To self-care	<input type="checkbox"/> Cooking and cleaning for groups
Experience	<input type="checkbox"/> Previous experience in care setting	<input type="checkbox"/> Working in the Voluntary Sector <input type="checkbox"/> Working with homeless people
Qualifications	<input type="checkbox"/> Leaving Certificate or equivalent	<input type="checkbox"/> Social Care / Studies qualification <input type="checkbox"/> Nursing Qualification
Personal Attributes	<input type="checkbox"/> Assured Manner <input type="checkbox"/> Honesty and Integrity <input type="checkbox"/> Flexible to the working environment <input type="checkbox"/> Sensitive and Patient <input type="checkbox"/> High Tolerance Level <input type="checkbox"/> Confident <input type="checkbox"/> Mature Approach <input type="checkbox"/> Commitment to Social Justice	

ROLE PROFILE

Role Title: Casual Care & Support Assistant **Project:** Housing & Support Services

Objective: Maintain an environment where residents feel accepted, respected, secure and valued and which empowers residents and maximises their independence

Key Tasks:

Building Relationships:

- Provide a welcome and supportive environment for all residents
- Build a relationship with residents based on trust & respect by accepting people as they are, actively listening to them and spending time with them and encouraging and facilitating change at a pace suitable to each person
- Induct residents into the house and ensure they are aware of their responsibilities towards the facility, other residents, staff, neighbours and the local community
- Support residents in other services who may move to the house

Empowering & Enabling Residents:

- Assist in implementing agreed holistic support plan, including day and activity programmes and harm reduction programmes
- Act as an advocate with external agencies where necessary.
- Provide practical assistance and physical care where necessary e.g. support and assistance with showers, maintaining personal hygiene etc.
- Encourage and support residents to engage in addressing addiction issues with specific focus on harm reduction programmes

Involving Residents:

- Assist in implementing a programme of social, recreational, educational and work activities organised by or with residents as appropriate
- Support the active participation by residents in the running of the house
- Ensure residents are involved in all decisions that affect them as much as possible
- Encourage residents to manage their own medication
- Manage resident's 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 implementations of the agreed care plan with residents
- Facilitate and encourage residents to access medical /mental health services, addiction and counselling service
- Encourage & support the person in implementing agreed care plan, form filling
- Act as an advocate when appropriate
- Monitor drinking patterns with the person and assist Team Leader and Project Worker to revise harm reduction programme and care plans to identify areas for improvement

Running of the House:

- Maintain high standards for cooking, cleaning, laundry and general up keep of the house
- Maintain fire, health, safety & hygiene standards
- Report and assist in addressing repairs and maintenance of the house
- Ensure adequate supplies of food, household cleaning materials, bedding etc.

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 house
- Actively encourage local people to volunteer and support the house
- Organise regular social events and encourage neighbours and local community participation in same
- Observe the rota devised to check around the environs of the house and dispose of any litter (e.g. beer cans etc.)
- Ensure residents are aware of their obligation to be good neighbours and members of the local community
- Monitor regular comings and goings from the house to ensure residents arrive back safely

Admin / Finance /Record keeping:

- Undertake cash handling, account for petty cash, receipts, rents etc.
- Handle residents' money where appropriate and record all transactions.
- Maintain proper records, files, to facilitate provision of care etc.
- Generate and maintain up to date records
- Produce reports to a high standard
- Data input to update the Link System as appropriate

Team Work:

- Work as part of the Housing & Support team and with Cork Simon Community project teams, including Soup Run, Homeless Emergency Support Services team
- Work to best practice standards and guidelines
- Participate in relevant meetings
- Work co-operatively with the Housing team to ensure support for residents and colleagues
- Provide cover for other staff as appropriate
- Provide cover to other Cork Simon Community projects where necessary
- May be transferred to other Cork Simon Projects as required as part of capacity building, staff development and/or other operational requirements.
- Assist with the support of Student Placements, Part-time and Full-time Volunteers as appropriate
- Carry out any other appropriate work as requested by the supervisor

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 their 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 Project Worker/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.



Key Performance indicators

- Accuracy & quality of records
- Boundaries managed effectively
- Critical incidents managed successfully
- Effective teamwork
- Fire, health, hygiene and safety procedures followed
- Flexibility
- High standards of the environment and maintenance
- Implementation of harm reduction programmes and positive outcomes
- Implementation of own Individual Learning Plan as agreed with supervisor
- Improvement in health and well being of residents
- Maintaining high standards of services and health and safety
- Maintaining high standards of services, health and safety
- More positive engagement by residents in the house
- Positive engagement in supervision process
- Programme of social, recreational, educational and work activity
- Regular attendance at meetings, handovers etc
- Resident feedback
- Resident participation in community development
- Residents moving on successfully from all houses, especially Gateway

Supervisor: Project Worker or Team Leader as designated

Note: Cork Simon Housing projects include: high support houses (HSH) and housing support team (HST) sustainment/settlement support.

PERSONAL SPECIFICATION

Care and Support Assistant – Housing & Support Services (HSS)

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	Working with <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"/> Relevant benefits and services, e.g. for older people, people with disabilities etc., and how to access them
		<input type="checkbox"/> Harm reduction programmes
Skills	<input type="checkbox"/> High Level of Communication Skills <input type="checkbox"/> Interpersonal Skills <input type="checkbox"/> Listening skills <input type="checkbox"/> Numeric & Written Skills <input type="checkbox"/> To motivate & empower people <input type="checkbox"/> Manage challenging behaviour appropriately <input type="checkbox"/> Good Organisational Skills <input type="checkbox"/> Problem Solving/Decision Making skills <input type="checkbox"/> Record Keeping/Report writing <input type="checkbox"/> IT / PC skills <input type="checkbox"/> Advocacy skills <input type="checkbox"/> Decision making <input type="checkbox"/> Household management <input type="checkbox"/> Cooking /Cleaning for groups	<input type="checkbox"/> HACCP <input type="checkbox"/> First Aid <input type="checkbox"/> Managing 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 develop rapport with residents <input type="checkbox"/> To work on own initiative <input type="checkbox"/> To empathise <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 qualification <input type="checkbox"/> Nursing Qualification
Personal Attributes	<input type="checkbox"/> Assured Manner <input type="checkbox"/> Honesty and Integrity <input type="checkbox"/> Flexible to the working environment <input type="checkbox"/> Sensitive and 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	Casual Care & Support Assistant
Vacancy	Casual contract for fixed term period of 6 months.
Location	You will be required to work various locations including the Homeless Emergency Support Service in Anderson's Quay and High Support Houses, and/or one of the Community's other projects. However, if you have informed us that you do not wish to work in a particular project you will not be required to work there.
Number of hours per week	Variable as required
Hours / days per week	Working week can include night work, weekends and public holidays.
Holidays per annum	3.75 hours paid leave for every 39 hours worked
Breaks	Varies according to shift
Wages	Hourly rate €12.97
Sunday Premium	Double time
Public Holiday	Double time
Saturday Allowance	€14.23
Sleepover Allowance	€76.40

Please note: All rates and allowances are subject to review.