

## Role Profile

### Common Points for all roles

Specific role profiles have been developed for each role in Cork Simon Community which outline the objective, key tasks, performance indicators and skills required. Cork Simon Community requires that any person who wishes to work, in any capacity, within the Community should also know and observe Cork Simon's values and practice including:

- Attend and be punctual when scheduled for attendance.
- Be flexible in providing cover in other community projects when the need arises.
- Attend and participate in training.
- Attend and participate in team and Community meetings.
- Understand and observe health and safety standards and practices.
- Maintain good self-care and manage your time well.
- Adhere to boundaries, respect confidentiality etc.
- Maintain professional and ethical standards of practice.
- Be empathetic when dealing with people in personal crisis.
- Encourage Community members to participate in the Community.
- Understand the empowerment model and implement it.
- Participate in the development and implementation of best practice community policy, practices and procedures.
- Promote equal opportunity policies.

**Role Title:** Project Support Worker (PSW) - Polish speaker

**Project:** Homeless Emergency Support Service

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

**Key Tasks:**

**Initial Contact:**

- Record basic information (see initial assessment form).
- On first contact identify immediate need and refer to other services where appropriate.
- Provide a welcoming and supportive environment for all residents/service users.

**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 follow relevant 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 as organised by or with residents and people using services as appropriate
- Encourage residents to access education courses, classes, work placements that will build their independent living skills and ability to move out of homelessness.
- 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, especially residents from Eastern/Central Europe
- Facilitate and encourage residents to access medical /mental health services, addiction and counselling services
- Encourage and support the person in implementing agreed care plan
- Act as an advocate when appropriate
- Monitor drinking, drug use and other addiction patterns with the person and assist Team Leader and Project Worker to revise harm reduction programme and care plans to identify areas for improvement.
- Assist residents in maintaining their personal hygiene and the hygiene of their bedroom.

### **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, sharps 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 accommodation 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, PASS system etc. to ensure accurate statistics
- Ensure the safe keeping of residents property, record and log as appropriate
- Support residents from Eastern/Central Europe with the Habitual Residence Condition (HRC) application/appeals process

### **Team Work:**

- Work as part of the Homeless Emergency Support Service team and with other Cork Simon Community project teams including Soup Run and Housing & Support Services (HSS).
- Provide essential cover for project workers in their absence.
- Provide cover for other Cork Simon Community projects when required
- Participate in the development and implementation of best practice.
- Delegate work tasks to Part-Time volunteers as appropriate.
- Debrief as a team and the end of each shift and complete handover
- Assist with the support of Students on Placement, Part Time and Full Time volunteers as appropriate.
- 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.
- Staff may be transferred to other Cork Simon Community Projects as required as part of capacity building, staff development and/or other operational requirements.

### **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 to your 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.
- Under the supervision of the project worker learn how to key-work, develop care plans as part of individual learning & capacity building programme
- Where experience is evident and working practices are of a high quality, and the PSW is deemed to meet the criteria for supervising, then a team leader may recommend to the manager or head of projects that the PSW be put forward for supervision training. Once training is completed the PSW may undertake supervision of volunteers or students under the supervision and with the support of the Team Leader.

**Key Performance Indicators:**

- Accuracy & quality of records.
- Boundaries managed effectively
- Critical incidents managed successfully.
- Effective teamwork
- Fire, health and safety procedures followed
- Flexibility
- Good attendance record
- 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

## ***Personal Specification***

<b>Specification</b>	<b>Essential</b>	<b>Desirable</b>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Homelessness &amp; Social Deprivation</li> <li><input type="checkbox"/> Good Care Practice including:               <ul style="list-style-type: none"> <li>- Non-Judgemental Approach</li> <li>- Confidentiality</li> <li>- Client/needs Led</li> <li>- Excellent boundaries</li> </ul> </li> <li><input type="checkbox"/> Knowledge of Mental Health, Drugs and Alcohol issues and the range of responses</li> </ul>	<p><b><u>Working with:</u></b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Range of age groups</li> <li><input type="checkbox"/> People with mental health issues</li> <li><input type="checkbox"/> People with addictions, drug/alcohol issues</li> <li><input type="checkbox"/> Health &amp; safety</li> <li><input type="checkbox"/> Knowledge of benefits and services relevant to people who are homeless and how to access them.</li> <li><input type="checkbox"/> Knowledge of harm reduction programmes</li> <li><input type="checkbox"/> Knowledge of services and issues relevant to rough sleepers</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> High Level of Communication Skills</li> <li><input type="checkbox"/> Interpersonal Skills</li> <li><input type="checkbox"/> Listening skills</li> <li><input type="checkbox"/> To motivate &amp; empower people</li> <li><input type="checkbox"/> Manage challenging behaviour appropriately</li> <li><input type="checkbox"/> Negotiation skills</li> <li><input type="checkbox"/> Advocacy skills</li> <li><input type="checkbox"/> Good Organisational skills</li> <li><input type="checkbox"/> Conflict resolution skills</li> <li><input type="checkbox"/> Problem Solving skills</li> <li><input type="checkbox"/> Numeric &amp; Written Skills</li> <li><input type="checkbox"/> Record Keeping/Report writing</li> <li><input type="checkbox"/> IT / PC skills</li> <li><input type="checkbox"/> Decision making</li> <li><input type="checkbox"/> Fluency in Polish language</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> HACCP</li> <li><input type="checkbox"/> First Aid</li> <li><input type="checkbox"/> Managing residents' medication</li> <li><input type="checkbox"/> Fluency in another Eastern/Central European language</li> </ul>
<b>Ability</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> To take direction</li> <li><input type="checkbox"/> To work under pressure</li> <li><input type="checkbox"/> To work as part of a team</li> <li><input type="checkbox"/> To work on own initiative</li> <li><input type="checkbox"/> To develop rapport with residents</li> <li><input type="checkbox"/> To empathise</li> <li><input type="checkbox"/> To respond to change &amp; to adapt</li> <li><input type="checkbox"/> To self-care</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Minimum of one year's previous experience in a care setting</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Working in the Voluntary Sector</li> <li><input type="checkbox"/> Working in Residential Care setting</li> <li><input type="checkbox"/> Experience of working with Homeless People</li> </ul>

<b>Qualifications</b>	<input type="checkbox"/> Leaving Certificate or equivalent	<input type="checkbox"/> Social Care / Social Studies
<b>Personal Attributes</b>	<input type="checkbox"/> Assured Manner <input type="checkbox"/> Honesty <input type="checkbox"/> Integrity <input type="checkbox"/> Flexible to the working environment & change <input type="checkbox"/> Sensitive <input type="checkbox"/> 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***

<b><i>Cork Simon Community</i></b>	
<b>Job title</b>	Project Support Worker (Polish Speaker)
<b>Vacancy</b>	Permanent contract subject to a 6-month probation period.
<b>Location</b>	Homeless Emergency Support Service (HESS), Anderson's Quay, Cork
<b>Working Hours / Shift Pattern</b>	<ul style="list-style-type: none"> <li>• Full time contract is <b>35 hours</b> per week</li> <li>• Part time contact is <b>28 hours</b> per week</li> </ul>
<b>Breaks</b>	Daily unpaid break(s) of 60 minutes in total
<b>Salary</b>	<p>Starting salary is assessed according to experience. Maximum salary starting point is Point 2.</p> <p><b>Salary scale:</b> €28,976, €30,656, €31,665, €32,356, €32,953, €33,727, €34,199, €35,005, €35,832 (based on a 35-hour week, pro rata will be applied where hours worked are less than 35 hours per week)</p>
<b>Allowances</b>	<ul style="list-style-type: none"> <li>• Double time is paid for Public Holiday working</li> <li>• Double time is paid for Sunday working</li> <li>• A flat-rate allowance of €14.23 is paid for Saturday working</li> <li>• 5 weeks annual leave pro rata</li> </ul>
<b>Occupational Pension Scheme (Defined Contribution Scheme)</b>	<p>Compulsory membership on completion of 6 month's service.</p> <p>Employer contribution 5%.</p>

	Employee contribution is minimum 3% with option of Additional Voluntary Contribution (AVC).
<b>Death in Service Benefit Group Scheme</b>	Compulsory membership on completion of 6 month's service. Death in Service Benefit contribution is approximately €1.15 per week. Benefit is twice annual salary.
<b>Health Insurance Group Scheme</b>	Optional Laya Healthcare membership. 5% group discount applies. No employer contribution.
<b>Closing Date:</b>	Wednesday, 8 <sup>th</sup> October 2025 at 5pm
<b>Interviews:</b>	Week commencing 13 <sup>th</sup> October 2025