

Please note:

We are currently inviting applications for the role of **Project Support Worker (Casual Panel)**. In addition, we are creating a recruitment panel to fill future vacancies for both **Project Support Worker** and **Night Worker** positions. Joining our panel offers the opportunity to be considered for upcoming roles, supporting our projects and services as needs arise.

✓ **More information available in Additional information section!**

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. 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:

- 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.
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Role Titles: Project Support Worker (PSW) / Night Worker

Project: Emergency Housing Orientated Services (EHOS)

Objectives: Maintain an environment where residents feel accepted, respected, secure and valued. To empower residents and maximises their independence and ability to move on to a more independent living option as appropriate. The PSW will work with Team Leaders, key workers/ case managers and specialist team members to implement care/support plans and help residents achieve their goals.

Key Tasks for all PSW & Night Worker roles:

- Provide a welcoming and supportive environment for all residents

- 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
- Assist in implementing a programme of social, recreational, educational and work 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 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 Team Leaders, Project Workers, Case Managers and Key Workers with the implementation of agreed care plans with residents
- Facilitate and encourage residents to access medical /mental health services, addiction and counselling services
- Act as an advocate when appropriate
- Assist residents in maintaining their personal hygiene and the hygiene of their bedroom.
- Assist residents to improve their cooking and independent living skills
- Encourage residents to access education courses, classes, work placements, that will build their independent living skills and ability to move out of homelessness
- Maintain good relationships with neighbours and the local community
- Maintain up-to-date electronic and written records (bed list, diary, refusals list, PASS system etc.) to ensure accurate statistics
- Undertake cash handling, account for petty cash, money spent, donations received, receipts, rents etc.
- Manage residents' money where appropriate and record all transactions.
- Work as part of the Emergency Housing Orientated Services team (EHOS) or Housing & Support Service team (HSS) and with other Cork Simon Community projects teams including the Soup Run.
- Participate in relevant meetings
- Provide cover for other staff and projects as appropriate
- Participate in the development and implementation of best practice standards and guidelines.
- Assist with the support of Student Placements, Part-time and Full-time Volunteers as appropriate
- 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.
- Understand and observe Health and Safety standards and practices.
- Participate in courses pertaining to health & safety and manual handling and other priority training.

Key Performance Indicators:

- Accuracy & quality of records.
- Boundaries managed effectively
- Critical incidents managed successfully
- Excellent understanding of confidentiality and implementing this appropriately
- Effective teamwork
- Fire, health and safety procedures followed
- Flexibility
- Good attendance record
- 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 and people using services
- Level of person-centred activity.

- Maintaining high standards of health and safety
- Person centred approach
- 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
- Resident participation in community development
- Residents moving on successfully from all houses, especially Gateway
- Supervisor feedback
- Response to neighbours

Supervisor: Project Worker or Team Leader

PERSONAL SPECIFICATION

Project Support Worker / Night Worker

Specification	Essential	Desirable
Knowledge	<input type="checkbox"/> Homelessness & Social Deprivation	<u>Working with</u>
	<input type="checkbox"/> Good Care Practice including: <ul style="list-style-type: none"> - Non-Judgemental Approach - Confidentiality - Client/needs Led - Excellent boundaries 	<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"/> Knowledge of Mental Health, Drugs and Alcohol issues and the range of responses	<input type="checkbox"/> Health & safety
		<input type="checkbox"/> Knowledge of benefits and services relevant to people who are homeless and how to access them. <input type="checkbox"/> Knowledge of harm reduction programmes <input type="checkbox"/> Knowledge of services and issues relevant to rough sleepers
Skills	<input type="checkbox"/> High Level of Communication Skills	
	<input type="checkbox"/> Interpersonal Skills	
	<input type="checkbox"/> Listening skills	
	<input type="checkbox"/> To motivate & empower people	<input type="checkbox"/> HACCP
	<input type="checkbox"/> Manage challenging behaviour appropriately	<input type="checkbox"/> First Aid
	<input type="checkbox"/> Negotiation skills	<input type="checkbox"/> Managing residents' medication
	<input type="checkbox"/> Advocacy skills	<input type="checkbox"/> Health and safety training
	<input type="checkbox"/> Good Organisational skills	
	<input type="checkbox"/> Conflict resolution skills	
	<input type="checkbox"/> Problem Solving skills	

	<input type="checkbox"/> Numeric & Written Skills	
	<input type="checkbox"/> Record Keeping/Report writing	
	<input type="checkbox"/> IT / PC skills	
	<input type="checkbox"/> Decision making	
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 work on own initiative	
	<input type="checkbox"/> To develop rapport with residents	
	<input type="checkbox"/> To empathise	
	<input type="checkbox"/> To respond to change & to adapt	
	<input type="checkbox"/> To self-care	
Experience	<input type="checkbox"/> Minimum of six months to one year's 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
Personal Attributes	<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

Cork Simon Community	
Job Title/Vacancy	<p><u>Currently we are currently inviting applications for the role of:</u></p> <ul style="list-style-type: none"> Project Support Worker (Casual) <p><u>We are recruiting for a panel from which to fill future vacancies:</u></p> <ul style="list-style-type: none"> Project Support Worker Night Worker

Location	<p><u>Project Support Worker</u> Emergency Housing Orientated Services (EHOS), Anderson's Quay</p> <p><u>Night Worker</u> Emergency Housing Orientated Services (EHOS), Anderson's Quay</p> <p><u>Casual Project Support Worker</u> Various locations including the Emergency Housing Orientated Services in Anderson's Quay and Cork Simon's HSS projects: Mill House, BMR, TNN, Gateway and Victoria Road, and/or one of the Community's other projects.</p>
Working days/hours per week	<p><u>Casual Project Support Worker</u></p> <p>Variable hours as required. Shifts include days/evenings/sleepovers/nights/weekends/public holidays</p> <p><u>Project Support Worker and Night Worker</u> Full time and part time contracts in place with possibility of working extra hours.</p> <p>Project Support Worker – standard working hours in part time contact are 18 hours, 28 hours, 30 hours and 35 hours per week with possibility of working extra hours.</p> <p>Night Worker – Standard working hours are 26.67 hours and 30 hours per week with possibility of working extra hours.</p>
Salary	<p><u>Casual Project Support Worker</u></p> <p>Hourly rate €15.98 plus allowances</p> <p><u>Project Support Worker – EHOS</u> Salary scale for the role is: €34,011, €35,983, €37,167, €37,979, €38,680, €39,588, €40,142, €41,088, €42,058 plus allowances. The salary is based on 39 hour contract. Pro rata will be applied for shorter working week.</p> <p><u>Night Worker</u> Salary scale for the role is: €32,990, €34,941, €36,393, €36,999, €37,257, €37,861, €38,480, €38,967, €39,553 plus allowances. The salary is based on 39 hour contract. Pro rata will be applied for shorter working week.</p> <p>Night Worker Allowance per shift: €34.57, €36.61, €38.13, €38.77, €39.04, €39.67, €40.32, €40.83, €41.44</p>
Sunday Premium	Double time is paid for Sunday working
Public Holiday	Double time is paid for Public Holiday working
Saturday Allowance	A flat-rate allowance of €14.23 is paid for Saturday working
Sleepover Allowance	€113.20 per sleepover (12 midnight to 8am)

Holidays	5 weeks annual leave pro rata
Closing Date	Wednesday, 7 th January 2026 at 12 noon
Interviews	To be confirmed