

## **Dublin Simon Community: Support Worker Days - Emergency Service** **(<https://www.activelink.ie/node/112822>)**



### **About our services:**

All our emergency services are provided on a low threshold basis with a harm reduction model and a full suite of services for clients. The aim of our emergency services is to support our residents to move on to and to be able to sustain long term accommodation. We have several measures in place to ensure a quality, wraparound support service is provided to enable people to move out of homelessness.

### **About the role:**

*Contract Type* – Full Time Permanent.

*Working Hours* – a 5 week rolling roster of day shifts, 37.5 hours a week, from Monday to Sunday availability.

*Location* – Dublin.

As a Day Support Worker, you'll help to meet client needs on a daily basis; you will provide in-the-moment support and safety to clients. You will contribute to ensuring effective and consistent best-practice standards are followed in the Dublin Simon Community emergency accommodation services.

The Support Worker role is an opportunity to gain frontline experience and many support workers graduate on to project worker roles within the organisation. As well as our induction program, you will be provided with 10 training days throughout the year, as well as on-the-job coaching and mentoring, ensuring you have the support and training to succeed in this role.

### **Your responsibilities:**

- Support the project/key workers and management in the implementation of operational and strategic goals; including following up on support plan actions, supporting the service user to achieve their goals.
- Building professional relationships of trust with all service users and residents. Treating all service users and residents with dignity and respect.
- Therapeutic and diversionary interventions providing emotional and motivational support, promoting positive mental health attitudes, self-esteem and self-respect.
- Liaise with a range of service providers in the voluntary and public sectors (e.g. housing providers, health care professionals & social welfare). Establish and expand the services to meet physical and mental health needs.
- Deliver the personal, professional, and social development programme.
- Assistance in managing medication/health regimes, accessing primary and secondary healthcare, liaising with GP and Pharmacists, methadone providers, arranging doctor's/healthcare appointments and accompanying them to appointments.
- Process all incoming enquiries and referrals to accommodation of service users.
- Support service users to liaise with landlords and facilitate when moving location.
- Conduct harm reduction interventions; overdose prevention, stabilisation.
- Completion of daily duties which may include assisting clients and supporting them around their mental and physical health, addiction issues, ensuring that physical needs such as bathing and washing clothing are carried out and general upkeep of building by cleaning.
- Support the safe and healthy functioning of each building to ensure the safety of and the service users/residents in that building, procedures relating to fire safety, hazard management, building checks, sharps disposal, and management of challenging behaviour.
- Managing complex and challenging behaviour and conflict management and ensuring residents adhere to accommodation agreements.
- To carry out all administrative duties such as: managing petty cash, record keeping (electronic), record keeping (paper), filing, answering queries via phone.
- Ensure consistent handovers, diary, incident reports, and follow-ups, in accordance with organisation policies.
- Ensure services and projects are compliant with organisational policies, procedures, and guidelines in the following areas: Fire Safety, Confidentiality, Child Protection, Data Protection, Admissions, Case Management, and Disengagement, etc.
- Undertake other related duties as may reasonably be assigned by your line manager.

### **Essential for the role:**

- Level 6, 7 or 8 in a relevant field with 6 months experience in similar setting (including volunteer and college placement)  
Or
- Level 5 in relevant field with 12 months experience in similar setting (including voluntary work and college placement)
- A Passion for helping people.
- Flexibility to work in an agile environment.
- Willingness to learn.

- Experience in carrying out Health & Safety inspections and audits.

## **Benefits to working with Dublin Simon Community:**

- 25 days annual leave.
- 5% matched contribution to your pension.
- Paid Sick Leave Policy.
- Paid Maternity Leave Policy.
- Bike to Work Scheme.
- Commuter Travel Tax Savers Ticket.
- 1st-week Comprehensive Training.
- Progression Opportunities.

**Please note, if you are unsure of any of the requirements, contact the Recruitment Team on(01) 635 4860 (Tel:016354860).**

***Shortlisting will be in progress throughout the period that the vacancy is live, so you may be called for interview and/or the vacancy may be filled before the closing date.***

**<https://candidate.hr-manager.net/ApplicationInit.aspx?cid=1543&ProjectId=144502&DepartmentId=18957&MediaId=4620&SkipAdvertisement=true>**

Application due date: **16/02/2025**

For queries relating to this position please telephone(01) 635 4860 (Tel:016354860)

### **Region**

Dublin

### **Date Entered/Updated**

20th Dec, 2024

### **Expiry Date**

16th Feb, 2025

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