



Housing | Health | Recovery

Approved Charitable Status: CHY13390
Web: www.novas.ie

Support Worker Job Description & Person Specification

NOVAS JOB DESCRIPTION

Support Worker

The main objective of the role is act in a professional, compassionate and trauma-informed manner at all times, and to work alongside colleagues to ensure the safe and efficient running of the service in accordance with the policies and procedures of Novas. There may be specific duties appropriate to a particular project – you will be advised of these in writing and at interview stage.

This job description is a guide to the general range of duties assigned to the post holder. It is intended to be neither definitive nor restrictive and is subject to periodic review with the employee concerned

Reporting to Manager/Deputy Manager

Duties – The role will include the following non-exhaustive key duties:

Client Centred Care and Support

To treat all clients with dignity and respect, and to respect and promote their rights and diversity

To support clients and contribute to daily service provision for people experiencing homelessness (with complex needs)

To support the staff team in establishing and maintaining a welcoming, safe, non-judgemental and trauma-informed environment where the voices of those using Novas services are heard and supported

To deal with challenging situations in a sensitive and professional manner, in line with the organisations policies and procedures and ethos on trauma-informed practice

To carry out all record-keeping, such as client logs and case notes, and financial procedures, such as handling petty cash, in accordance with the policies and procedures of Novas

Effective Care and Support

To ensure the operations of the project run smoothly and in accordance with the policies and procedures of Novas

To assist clients with health, hygiene, safety and general welfare; including assistance with personal hygiene where required

To support key-workers and project-workers by signposting clients to local supports such as medical, welfare, training, education and employment services, and to advocate for clients with these services as required

To engage with clients as part of the life skills program; involving but not limited to: supporting the development of skills e.g. cooking, cleaning, managing finances, personal care, accessing services in the community, getting around in the community, attending appointments, regular social interactions, emotional co-regulation and coping skills

Safe Care and Support

To work in line with Novas' Health and Safety policies and procedures and all statutory requirements to consistently promote the safety and wellbeing of all service users, staff and the wider community. This



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includes adhering to general health and hygiene standards (including cleaning duties as required); fire safety standards; incident reporting policies and procedures, and building safety and security standards

To respond to incidents and security alerts in accordance with Novas policies and procedures and all training provided

To ensure hygiene standards are maintained by attending to required cleaning duties

Health, Wellbeing and Development

To promote the positive health and wellbeing of all clients as part of the staff team

To support the staff team in assisting clients to manage alcohol, substance misuse and addiction issues in line with the harm reduction model

Responsive Workforce

To work positively and effectively as a team member, contributing to team development and continued professional development by attending all meetings and mandatory training as required

To actively participate in Novas' support and supervision processes

Use of Information

To respect client confidentiality and work in line with the organisation's confidentiality policy at all times

To ensure all shift planning, case notes and client logs are recorded accurately using CRM software (Salesforce)

Other relevant duties:

To work at other Novas locations as and when required

To carry out any other reasonable duties as required by management

To generally act in the best interests of Novas at all times

Person Specification –Support Worker

Essential Criteria

- Minimum Level 5 on National Framework of Qualifications in Social Care / Applied Social Studies in Social Care or a related discipline. Acceptable related disciplines are Psychology; Counselling and Psychotherapy; Addiction; Youth and Community Work; Social Work; Social Sciences; Teaching and Nursing
- Availability to work early mornings, afternoons and late evenings.
- An understanding of the nature of homelessness and the needs of homeless people
- An ability to work in a service where clients have multiple and complex needs
- A good understanding of the harm reduction model



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- Good working knowledge of relevant local services
- Good written and oral communication skills
- Strong interpersonal and teamwork skills
- Good conflict resolution skills
- A commitment to preventing and managing challenging behaviour
- A commitment to working from a trauma-informed perspective
- An openness to change

Desirable

- Experience of working with homeless people/homeless families and/adults living with disability or other vulnerable groups
- Training in trauma-informed practice is desirable but not essential as training is provided
- Full clean driving licence

Please note:

Qualifications

Qualifications/eligibility may not be confirmed until the final stage of the recruitment process - those candidates who do not possess the essential requirements, on the date of application and proceed with their application are putting themselves to unnecessary effort/expense and will not be offered a position from this campaign. Please note that, given the volume of applications, Novas is not in a position to consider or offer advice on the qualifications/eligibility of individuals unless they come under consideration. The onus is on the candidate to ensure they fulfil the eligibility requirements set out above. Novas reserves the right to deem an applicant ineligible at any stage if it is apparent that the candidate does not hold the required eligibility/qualifications e.g. from the submitted application form. Candidates who come under consideration following the final selection stage will be required to provide documentary evidence of their eligibility, including transcripts of qualifications. Candidates who are unable to show that they hold the required qualifications may be withdrawn from the campaign at any stage.

Garda Vetting

Novas will seek Garda Vetting for all of your residences in the Republic of Ireland and Northern Ireland. All appointments will require satisfactory security clearances. If you lived in any country for 6 months or more other than the Republic of Ireland or Northern Ireland, you will be required to provide security clearance for each jurisdiction in which you have resided. Your security clearance must be dated after you left that country and cover the entire period of your residence. Seeking security clearances from other countries (e.g. UK, USA etc.) are the responsibility and at the expense of the candidate. This process can take a considerable amount of time. Therefore, if you are interested in pursuing a career with Novas we would strongly advise that you commence seeking international security clearances now.



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