

# JOB DESCRIPTION

<b>Job Title:</b>	Relief Social Care Worker	<b>Post Holder:</b>	Vacant
<b>Reports To:</b>	Social Care Manager	<b>Location:</b>	Bellevue House
<b>Salary:</b>	The Locum rate of pay is €17.03 (€15.48 per hour + 10% annual leave allowance)		

## Purpose of the Job

The role of Relief Social Care Worker is vital to the successful delivery of quality programmes and services in NOVAS for our young people. The Relief Social Care Worker will support the service within the authority delegated from the Social Care Manager.

The Relief Social Care Worker will report to the Social Care Manager will be a member of the team, and work collaboratively with, the Bellevue staff team. The centre is situated in the Firhouse area of Dublin. This role requires some element of flexibility and adaptability, and the post holder is required to be available to work flexible hours including nights, weekends and bank holidays.

The Relief Social Care Worker will have a background in working with young people in residential centres, with training or experience in working with youth and be expected to work within the relevant frameworks of quality standards or legislation. 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.

## Environment of the Job

NOVAS is a not for profit organisation and Approved Housing Body. We work with single adults, couples, families and separated children seeking asylum who are homeless or at risk of being homeless. We provide a range of services and accommodation. Our first service was established in Limerick in 2002 which was a temporary low-threshold emergency homeless accommodation, and we have grown from there. We now have over 300 staff, and more than 30 services in Limerick,

Dublin, Clare, Kerry, Cork and Tipperary including emergency homeless accommodation, transitional homeless accommodation, social housing and community based services for tenancy sustainment, homelessness prevention, mental health and recovery.

NOVAS is a Trauma Informed Practice Organisation and the principles of collaboration, diversity, respect and trust are embedded in our way of working together. Our services are provided through support of our partners in local government through the Local Authorities, HSE, and other donors and funders.

## Delegation and Reporting

The SCW has decision making remit for the areas of social care work in collaboration with colleagues within the Bellevue staff team and SCM. In the absence of the SCM, or at times, the SCW may be required to consult with, and take direction from the team leaders or acting manager. Oversight for the work in this role is provided by the Bellevue House Governance Group and the Sub Committee of the NOVAS Board of Directors. The SCW will at all times operate in a professional and respectful manner, maintaining high quality standards of work in accordance with the values and mission of NOVAS. Their decision making will at all times be informed by the best interests of the clients and tenants and ensuring cost effective value for money, use of donations and public money.

## Challenges

The nature of our work involves supporting the most vulnerable young people, who often have complex needs and may be survivors of trauma. As a result, during the course of your work you may engage with sensitive and confidential matters that require empathy, compassion and pragmatism. You may also encounter clients or tenants who are in distress, displaying challenging behaviours or struggle to moderate their behaviour. Patience, respect and an ability to remain professional and focused on deescalating is essential. Further training will be provided in Trauma Informed Practice or Therapeutic Crisis Intervention. As an organisation that is

largely funded by public money, effective use of resources is a continuous focus and challenge.

## Key Accountabilities

Accountability	Achieved by
<b>Child Centred Care and Support</b>	<ul style="list-style-type: none"> <li>To treat all young people with dignity and respect, and to respect and promote their rights and diversity</li> <li>To respect the privacy of all young people living in Bellevue</li> <li>To advocate for all young people and ensure they are active participants in their care</li> <li>To support young people in accessing relevant information by working with their keyworker and the Bellevue House staff team</li> <li>To create and maintain a supportive environment for young people from which they can establish links within the community</li> <li>To support young people in providing feedback about the care they receive in Bellevue</li> </ul>
<b>Effective Care and Support</b>	<ul style="list-style-type: none"> <li>To support each individual young person in line with their agreed statutory care plan and placement plan</li> <li>To provide individualised support to each young person in line with their individual needs</li> <li>To provide a safe, child-centred and homely environment for young people</li> <li>To promote independence by role-modelling effective communication and independent living skills with young people in line with their individual needs</li> <li>To support young people to achieve their potential in line with their individual strengths and abilities</li> </ul>
<b>Safe Care and Support</b>	<ul style="list-style-type: none"> <li>To work in line with Children First and NOVAS child protection policies and procedures at all times, to ensure that each child is safeguarded from abuse and neglect and their care and welfare is protected and promoted</li> <li>To encourage and support positive behaviour by working with young people to promote their strengths and interests</li> <li>To learn about each young person and their potential triggers (referring to their ICSP AND Risk Assessments) so</li> </ul>

	<p>as to respond appropriately, minimise risk and effectively manage challenging behaviour</p> <ul style="list-style-type: none"> <li>• 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 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</li> <li>• To respond to incidents and security alerts in accordance with NOVAS policies and procedures and all training provided</li> <li>• To ensure hygiene standards are maintained by attending to required cleaning duties</li> </ul>
<p><b>Health, Wellbeing and Development</b></p>	<ul style="list-style-type: none"> <li>• To promote health, wellbeing and development based on every young person’s individual needs by ensuring that each child is supported to meet any identified health and development needs.</li> <li>• To ensure that each child is provided and supported to avail to educational and training opportunities so that to strengthen their abilities to fulfil their potential.</li> </ul>
<p><b>Liaison</b></p>	<ul style="list-style-type: none"> <li>• To promote the work of the NOVAS to other organisations.</li> <li>• To attend internal and external meetings where appropriate and as requested.</li> </ul>
<p><b>Supervision, Support &amp; Development</b></p>	<ul style="list-style-type: none"> <li>• Engaging in regular supervision or one-to-one sessions with your line manager.</li> <li>• Working under the direction of your line manager and the wider management team.</li> <li>• Working to help the organisation achieve the aims and objectives of the strategic plan in line with our values and mission.</li> <li>• Participating in team meetings.</li> <li>• Familiarity and compliance with all relevant policies and standards.</li> </ul>

	<ul style="list-style-type: none"> <li>• Participation in relevant and required training events.</li> </ul>
<p><b>Health &amp; Safety</b></p>	<ul style="list-style-type: none"> <li>• Attention to your own and that of the clients Health &amp; Safety in the workplace.</li> <li>• Vigilance of health &amp; safety hazards and timely reporting of same to your line manager and or safety representative.</li> <li>• Managing and reporting incidents and accidents in accordance with policies and procedures. Responding to incidents and accidents.</li> <li>• Ensuring all Fire Safety Checks are carried out in line with policies, procedures and daily tasks. Reporting any issues immediately to the Project Manager.</li> <li>• Carrying out Health and Wellbeing checks on clients where required and follow up on any support needs.</li> <li>• Ability to recognise and administer basic First Aid to clients as required. This includes CPR and Naloxone administration. Mandatory Training will be provided.</li> <li>• Adhere to all the principals of manual handling.</li> <li>• Ensuring that the service is safe, reporting any security issues to the Project Manager/Gardaí as required.</li> </ul>
<p><b>Information Management</b></p>	<ul style="list-style-type: none"> <li>• Ensure data and personal information relating to clients, tenants, staff and other members of the organisation is kept safe and secure using the correct systems and procedures, is collected for legitimate purposes and is safely destroyed when appropriate.</li> </ul>

## Person Specification

### Essential Criteria

*Documentary evidence of qualifications and eligibility will be confirmed at the end of any recruitment process, candidates who do not possess the essential requirements, on the date of application will not be offered a position. It is the responsibility of the applicant to ensure they meet the essential criteria of the person specification.*

The appropriate candidate will have:

- Professional Qualification in Social Care, Youth and Community Work or related Social Science discipline, minimum level 7.
- Experience in working with people who are homeless or other social care groups.
- Administration skills for record keeping and report writing and computer literacy.
- Ability to provide services that foster and enhance the dignity, development and independence of the individual.
- Ability to communicate effectively with a wide variety of people.
- Understanding of the needs of vulnerable people with focus on the specific needs of young people.
- Knowledge of and a commitment to equal opportunities.
- Garda Vetting will be sought for this role

### Desirable Criteria

It would be an advantage for the candidate to have:

- Experience of working with young people and/or other vulnerable groups. Training in trauma-informed practice is desirable but not essential as training is provided
- Full clean driving license.
- Experience working and / or knowledge of leading and managing teams.
- Experience and knowledge of working in two or more of the following areas: Homeless sector, Tenancy Sustainment, Family Support, Residential Care, Mental Health, Challenging Behaviour or Substance Misuse.
- Knowledge of statutory and voluntary social care services and systems.
- Experience and knowledge in the area of child protection and associated legislation and guidelines.
- Experience of working in, or a strong interest in the charity or not for profit

## NOVAS Employment Benefits

NOVAS is committed to attracting and retaining the best talent in service of our clients and tenants and values the hard work and commitment of our staff.

Detailed below are a range of benefits you receive as a NOVAS employee.

<p><b>Support &amp; Supervision</b></p>	<p>Every employee will have regular planned one-to-one meetings with their line manager as well and Team Meetings and Monthly All Staff Town Hall meetings in order to ensure you are connected to, and supported by your colleagues and the organisation.</p>
<p><b>Learning &amp; Development</b></p>	<p>NOVAS will fully fund a wide range of training programmes required role specific including First Aid, Fire Safety, Manual Handling, Trauma Informed Practice.</p>
<p><b>Career Progression</b></p>	<p>NOVAS believes in supporting the development and career path for our staff and develop skills for role changes, Leadership Preparation and Management Development.</p>
<p><b>Salary Scales</b></p>	<p>NOVAS has defined salary scales and has committed to awarding annual increments to staff depending on sustained funding.</p>
<p><b>Annual Leave</b></p>	<p>26 Days annual leave plus bank holidays.</p>
<p><b>Pension</b></p>	<p>A direct contribution pension with a 5% employer and employee contribution totalling 10%.</p>
<p><b>Employee Assistance Programme</b></p>	<p>Our Employee Assistance Programme provided by Inspire Wellbeing gives staff access to free confidential counselling and a suite of online mental health and wellness tools.</p>
<p><b>Further Education Support</b></p>	<p>With the help of your line manager you can apply for financial support, study leave or exam leave days to complete external professional qualifications to help further your career.</p>



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**NOVAS**

Housing | Health | Recovery

<b>Sick Pay</b>	2 Weeks full and 2 weeks half sick pay certified.
<b>Maternity Leave</b>	18 weeks full pay which can be pro rata across duration.