

Job Title:	Support Worker	Post Holder:	VACANT
Reports To:	Service Manager	Location:	Nenagh
Salary:	This role is attached to a 14-point salary scale starting at €34,586 per annum and increasing annually to €41,573, pro rata and appointments are made depending on experience and qualifications.		

Purpose of the Job

The role of Support Worker is vital to the successful delivery of quality services in NOVAS for our clients. The Support Worker will support the clients of NOVAS Prospect House Service, Nenagh.

The Support Worker will report to the Service Manager and will be a member of and work collaboratively with the NOVAS Nenagh team, wider NOVAS organisation other external service providers, local authority and HSE teams in the region.

The Support Worker is responsible for participating in the duties of the service team to deliver a safe and effective service and responding to requests and concerns of clients of the service. This includes meeting client's needs in terms of food, hygiene and wellbeing as well as collaborating with Project Workers and Managers to assist with actions in Clients Care Plans where appropriate.

Support Workers require experience working with marginalised groups, ideally in the area of Homeless Services and will be expected to work within the National Quality Standards Framework for Homeless Services (NQS).

This role involves **20 hours per week/Monday to Friday working week**, with a combination of 4 hour/8-hour shifts. Rosters for work operate on an eight-week rolling pattern and are provided to employees in advance with adequate notice to enable employees to plan. No evening or weekend work involved.

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, and families, and who are homeless or at risk of being homeless. We also provide a service for unaccompanied minors seeking asylum. We support adults with disabilities and complex needs. 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 employees, 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 Support Worker has decision making remit for the safe and effective delivery of service while on duty. This includes responding to queries from clients and carrying out a share of the duties of the service team to keep the clients, colleagues, visitors and property safe.

Support Workers will work cohesively as part of the service team, participating in Team Meetings and where relevant Case Meetings and taking input, feedback and direction from colleagues and the management team.

In the absence of the Service Manager, or at times, the Support Worker may be required to consult with and take direction from another designated person in the service team, the Senior Residential Services Manager or the Head of Operations.

Oversight for the work in this role is provided by the Quality Client Services Sub Committee of the NOVAS Board of Directors.

The Support Worker 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 ensuring cost effective value for money, use of donations and public money.

Challenges

The nature of our work involves supporting the most vulnerable 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 struggling 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 Crisis Prevention.

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
Quality Client Service Delivery	- Engage with clients in a way that is trauma informed, person-centred, responsive to the needs of the clients through a harm reduction lens and focused on 'finding a home'. - Where appropriate under the direction of the Service Manager, assist Clients with interventions to progress the goals on their Care Plans. Ensuring appropriate recording keeping of all actions. - Actively support and encourage Clients to Develop Life Skills including in the areas of making and attending appointments and accessing other supports in the community, or skills development in the service such as nutrition and food awareness. - Encourage attendance by all clients at Resident Coffee mornings for client feedback. - Where appropriate actively participate in Case Management review meetings including sharing challenges and taking on feedback and input from colleagues. - Support clients to record a Complaint when necessary and work to resolve matters as effectively as possible and repair relationships as quickly as practical. - Follow NOVAS policies for reporting Safeguarding concerns relating to Vulnerable Adult Protection or Child Safeguarding Protection including historical abuse concerns.
Safe & Effective Service Delivery	- Attention to your own Health & Safety and actively vigilant to any Health & Safety risks in the property that would impact clients, colleagues or visitors. - Correctly log and report any Health & Safety risks or required repairs & maintenance issues. - Assist clients with hygiene, health, welfare, providing personal assistance where required and maintain the service to a high standard including cleaning and preparing client room rooms, communal areas, workstations and high touch areas. - Ensure familiarity with contents of risk assessments and notify relevant Project Worker or Manager about any newly emerging risks for any client. - Ensure incidents are appropriately recorded according to established procedures on the system. - Be proficient in administering basic first aid to clients as required, with necessary training provided, this includes use of CPR, Naloxone and AED devices as appropriate. - As delegated by the Service Manager support the implementation of fire safety measures, ensuring regular checks are conducted in line

	with policies and procedures, and promptly escalating any issues to the Service Manager. • Ensure Client Wellbeing Room Checks are conducted as planned and recorded appropriately and that any additional safety monitoring of individuals with additional risk needs is carried out in accordance with instructions in individual risk assessments. • Ensure compliance with infection prevention and control measures, including health, hygiene, and room cleaning protocols. • Monitor site security through gate, camera, and perimeter control, and reporting any security issues to the relevant authorities. • Participate in health & safety audits and implement recommendations. • Keep all required training programmes within certification.
Teamwork	• When new team members are recruited actively participate in their induction and training to help them settle into the team. • Communicate clearly with colleagues during handovers, in records and in relation to clients. • Proactively report any concerns about the service or suggestions for more effective practices, equipment or resources to the Service Manager. • Applying Trauma Informed Practice to colleague relationships as well as clients. Assume good intent, be curious about their experiences and support one another. • Support effective running of the service by being mindful of the impact of absence or lateness on colleagues and providing as much notice as possible to the management team.
Safe Cash Handling	• Ensure all cash in the service is handled safely and in line with procedures. • Ensure clients receive receipts when they pay their accommodation charge. • Ensure donors receive receipts when donations are made directly to the service and that the fundraising team is informed. • Ensure the accrual of expenses is agreed in advance with your line manager when required and that the correct process for applying to receive expenses is followed. • Ensure no unauthorised expenditure is made in the service without authorisation from the budget holder (Service Manager). • Report any concerns about use of funds to the Service Manager or a member of the Finance Department.
External Collaboration	• Be responsive to queries from service funders for information in line with our data protection policy, mindful of appropriately protecting

	information, client privacy and client consent. Keep your Service Manager informed of any communication with service funders. - Establish good working relationships with NOVAS teams in other services to share learning and best practice. - Establish good working relationships with local external service providers including the local authority housing team, other specialist accommodation providers, healthcare specialists and adult education. - Ensure your line manager and colleagues are aware of your appointments if required to leave the service during duty.
Reporting & Record Keeping	- Ensure all records on Salesforce, PASS or other systems are inputted in a timely manner and are an accurate record of events based on facts not opinions. - Honour Client Consents and ensure information about Clients is not shared beyond their authorisation. - Ensure no sensitive information is accessible by persons not authorised to see it. - Ensure records no longer required are safely destroyed (shredded) in line with NOVAS policies. - Participate in Service Audits as requested. - Prepare and provide reports of your work to your line manager as requested. - Complete organisational documents as requested.
Supervision, Support & Development	- Engage in regular supervision with your line manager. - Work under the direction of and in collaboration with your line manager and the wider management team. - Work to help the organisation achieve the aims and objectives of the strategic plan in line with our values and mission. - Participate in team meetings, case management meetings, and other organisational events as required. - Familiarity and compliance with all relevant policies and standards. - Participate in relevant and required training events.
Information Management	- Ensure data and personal information relating to clients, tenants, colleagues, and other members of the organisation or its stakeholders, are kept safe and secure using the correct systems and procedures, is collected for legitimate purposes, and is safely destroyed when appropriate. - Ensure clients are aware of how to access information about themselves and support any requests from them to access information.

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 should have:

- Professional Qualification in Health Care or related allied health professions, minimum level 5 (full major award).
- Experience in working with people who are vulnerable or marginalised.
- Ability to understand complex needs of vulnerable clients and provide services that foster dignity, respect and independence.
- Administration skills for record keeping and report writing and computer literacy.
- Ability to communicate effectively with a wide variety of people.
- Experience working on own initiative, lone working, managing one's own caseload and time management.
- Full drivers' licence and use of own car.

Desirable Criteria

It would be an advantage for the candidate to have:

- Eligibility to register with CORU as a Social Care Worker.
- Experience working with people at risk of or experiencing homelessness or with other social care groups.
- Have an understanding of care and case management protocols including care planning, needs assessment, risk management & assessment, incident management & prevention and key working.
- Experience working on own initiative, lone working, managing one's own workload and time management.
- 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, Substance Misuse, Community Engagement, Disability Support.
- Knowledge of statutory and voluntary social care services and systems.
- Experience and knowledge in the area of vulnerable adult or 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 employees.

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

Support & Supervision	Every employee will have regular planned one-to-one meetings with their line manager as well as 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.
Learning & Development	NOVAS will fully fund a wide range of required training programmes, or role specific training, including First Aid, Fire Safety, Manual Handling, Trauma Informed Practice.
Career Progression	NOVAS is committed to supporting the development and career progression of our employees by building skills for role transitions, leadership preparation, and management development.
Salary Scales	NOVAS has defined salary scales and has committed to awarding annual increments to employees depending on sustained funding.
Annual Leave	26 Days annual leave plus bank holidays.
Pension	A direct contribution pension with a 5% employer and employee contribution totalling 10%.
Employee Assistance Programme	Our Employee Assistance Programme provided by Inspire Wellbeing gives employees access to free confidential counselling and a suite of online mental health and wellness tools.
Further Education Support	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.
Sick Pay	2 Weeks full and 2 weeks half sick pay certified.
Maternity Leave	18 weeks full pay which can be pro rata across duration.