

**SOPHIA HOUSING ASSOCIATION**

**JOB DESCRIPTION & PERSON SPECIFICATION**

<b>Job Title</b>	Senior Project Worker
<b>Location</b>	Sophia Housing – Sean McDermott St, 62 Sean McDermott St Lower, Dublin 1
<b>About Sophia</b>	<p>Sophia is a national organisation, who has been supporting people as they emerge from homelessness since 1997.</p> <p>Sophia is a niche service provider for two reasons; Firstly, it sees the provision of home of one’s own as the primary response to homelessness and the intervention that Sophia is exclusively focused on. Secondly as an Approved Housing Body, its core mission is to provide homes for individuals, couples and families who not only need a home but also present with other support needs.</p> <p>Sophia recognises that homelessness can have a traumatic impact on people and that services need to be designed and delivered in a trauma informed way.</p> <p>Sophia Sean McDermott Street is long-term supported accommodation for couples with experience of homelessness. There are 18 one bed units with 24 hour onsite staff support. The service is low threshold and specifically caters to homeless couples presenting with complex support needs including active addiction, mental &amp; physical health and challenging behaviour. The aim of the Project is to first provide a safe and secure home, where dignity and respect is core to the support provided. The team provide a person centred, holistic approach to work with the individuals to enable them gain the skills required to maintain their tenancy and to live independently.</p>
<b>Reporting to</b>	Project Manager
<b>Contract</b>	Permanent
	<p>Sophia offers the following additional benefits to employees:</p> <ul style="list-style-type: none"> <li>• 25 Annual Leave Days (39 hour week)</li> <li>• Additional Long Service annual leave</li> <li>• 5% Employer pension contribution</li> <li>• Further education and training support</li> <li>• Employee assistance Programme</li> <li>• Flexible working arrangements</li> </ul>
<b>Hours</b>	39 hours per week (includes evenings & weekends)

<b>Job Purpose</b>	To provide an efficient and high quality service in our Sean McDermott Street Project. The successful candidate will work on a daily basis with couples and individuals coming from homelessness. To provide case management to the Support Team in a busy project, offering support and supervision, carrying out assessments and regularly liaise with other agencies/authorities on behalf of the tenant's.
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<b>Key Responsibilities</b>	<ol style="list-style-type: none"> <li><b>1. <u>To the Project Manager:</u></b> <ul style="list-style-type: none"> <li>▪ To commit to the objectives and ethos of Sophia.</li> <li>▪ To work for Sophia within the authority delegated to him/her by the Project Manager.</li> <li>▪ To meet with Project Manager for Supervision at regular intervals regarding the progress of his/her work; reflective practice and professional development.</li> <li>▪ To be open to reasonable requests from the Project Manager on tasks to be completed and communicate any barriers to carrying out these duties</li> <li>▪ To feedback case management reviews on a regular basis</li> </ul> </li>   <li><b>2. <u>Staff team:</u></b> <ul style="list-style-type: none"> <li>▪ To guide the Support Team to work in a holistic way with tenants to identify support needs/goals and working with them to develop and implement support plans through ongoing key working.</li> <li>▪ To ensure the Support Team are maintaining professional records of work with the tenant and the work of the project including but not limited to updating the PASS system, completing reports for HSE and other relevant services while complying with data protection and safeguarding guidelines.</li> <li>▪ To ensure that the Support Team are keeping all support plans, risk assessments and behaviour management plans up to date</li> <li>▪ To provide advice and guidance to the Support Team on challenges they are facing and support in accessing resources</li> <li>▪ To ensure Sophia's confidentiality policy is maintained at all times.</li> <li>▪ Provide supervision and support to staff members at regular intervals regarding the progress of his/her work; reflective practice and professional development.</li> <li>▪ To provide support after incidents where necessary</li> <li>▪ To perform as a team member supporting colleagues, participating in effective handovers in order to ensure effective work relationships and continuity of care for tenant's.</li> </ul> </li>   <li><b>3. <u>Tenants</u></b> <ul style="list-style-type: none"> <li>▪ To engage with and build professional &amp; trusting relationships with tenant's, treating them with dignity and respect in order to work within the values of Sophia.</li> <li>▪ To provide practical support for tenants to ensure that the day to day running of the home is maintained (e.g. routines in the home, personal hygiene and food preparation.)</li> </ul> </li> </ol>
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- To co-ordinate the arrival of new tenants and departure of tenants
- To carry out Tenancy Meetings with Tenants, the Support team and Project Manager and issue Tenancy Warnings if appropriate
- To work alone in tenant's homes and in the project as required while adhering to the Sophia Lone Working Policy.
- To respond to conflict and critical incidents as required using TCI and ensuring personal safety. Contact On-Call and Emergency Services as required
- Respond to child protection concerns in line with the Children's First Policy.
- To promote Tenant involvement in the development of the Projects.

**4. Communication & Administration:**

- To gather information and prepare reports for the Project Manager or Executive Leadership Team in the absence of the Project Manager.
- To attend Team and Inter-Team meetings as appropriate and to participate in training and organised supports as requested.
- To participate in the induction and on-going training, support and direction of Volunteers, Students and new staff members of Sophia, by facilitating the shadow shift and using the induction checklist.
- To liaise and work effectively with relevant personnel in Sophia and other relevant agencies; e.g. Local Authority, HSE etc. under the direction of Project Manager.
- To adhere to Policy and Procedures within the service and direct others to do the same.

**5. Finance:**

- Timesheets, millage and expenses to be submitted at the end of each calendar month unless otherwise requested.
- To be responsible for cash in the Project, the managing and receipting of cash received; Rent, Dryer & Fob Money, Service Charge and Petty Cash.
- Communicating the delivery of external services or contractors to the service and keeping records of all invoices, delivery dockets.
- Reviewing and processing Relief Timesheets in the absence of the Project Manager

**6. Health and Safety:**

- To ensure that necessary fire, health and safety policies and procedures are adhered to.
- To adhere to procedures those are in place for responding to emergencies within the Projects.
- Sophia provides First Aid and PPE Equipment, it is the responsibility of all employees to familiarise selves with location and to use equipment provided.
- To address any issues that may cause a Health & Safety risk such as spillages, reporting maintenance issues, removal of uncapped sharps to provided bins if necessary using the appropriate precautions etc

**7. Development:**

- To actively participate with research and evaluation of the service.
- To contribute to policy development and review within Sophia
- To work closely with Health Service Executive and Tusla in line with Sophia's Service Level Agreements
- To monitor trends within the Homeless and Housing Sector and implement responses in line with Sophia's development plans.
- To undertake other work that may be assigned to you from time to time.

**Person Specification**

- A degree in Social Care/Social Science/Applied Social Studies or related discipline i.e. addiction, social work.
- A minimum of three years' experience working with this client group.
- An understanding of the issues affecting people who are homeless.
- Knowledge around child protection issues, mental health issues, challenging behaviour and addiction.
- The ability to work on own initiative.
- Proficient IT Skills and knowledge of PASS database.
- Excellent interpersonal communication skills both verbal and written are essential.
- To have excellent report writing and record keeping skills

**Application Process:**

Please forward a Cover Letter and CV to

**Recruitment@sophia.ie**

The closing date for receipt of applications is

**Friday, 10<sup>th</sup> February 2023**