

SOPHIA HOUSING ASSOCIATION

JOB DESCRIPTION & PERSON SPECIFICATION

Job Title	Senior Project Worker
Location	Sophia Housing – Donabate, Co. Dublin
	<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>
Reporting to	Project Manager
Contract	Permanent
Benefits	<p>Sophia offers the following additional benefits to employees:</p> <ul style="list-style-type: none"> • 25 Annual Leave Days (39 hour week) • Additional Long Service annual leave • 5% Employer pension contribution • Further education and training support • Employee assistance Programme • Flexible working arrangements
Hours	An average of 36 hours per week; Monday to Sunday with a rolling rota between the hours of 8am and 10pm
Job Purpose	To provide an efficient and high quality service in our Donabate Project. The successful candidate will work on a daily basis with families and individuals coming from homelessness. They will manage a caseload in a busy project, key work individuals, carry out assessments and care plans and regularly liaise with other agencies/authorities on behalf of the service users.
Key Responsibilities	<p>1. <u>To the Project Manager:</u></p> <ul style="list-style-type: none"> ▪ To commit to the objectives and ethos of Sophia. ▪ To work for Sophia within the authority delegated to him/her by the Project Manager. ▪ To meet with Project Manager for Supervision at regular intervals regarding the progress of his/her work; reflective practice and professional development.

- To be open to reasonable requests from the Project Manager on tasks to be completed and communicate any barriers to carrying out these duties
- To feedback case management reviews on a regular basis

2. Staff team:

- To guide the Support Team to work in a holistic way with residents to identify support needs/goals and working with them to develop and implement support plans through ongoing key working.
- 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.
- To ensure that the Support Team are keeping all support plans, risk assessments and behaviour management plans up to date
- To provide advice and guidance to the Support Team on challenges they are facing and support in accessing resources
- To ensure Sophia's confidentiality policy is maintained at all times.
- Provide supervision and support to staff members at regular intervals regarding the progress of his/her work; reflective practice and professional development.
- To provide support after incidents where necessary
- 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.

3. Residents

- To engage with and build professional & trusting relationships with tenant's, treating them with dignity and respect in order to work within the values of Sophia.
- To provide practical support for residents to ensure that the day to day running of the home is maintained (e.g. routines in the home, personal hygiene and food preparation.)
- To co-ordinate the arrival of new residents and departure of residents.
- To carry out Tenancy meetings with residents, the Support team and Project Manager and issue Tenancy Warnings if appropriate
- To work alone in resident'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:

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| | <ul style="list-style-type: none">• 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. |
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Application Process:

Please forward a Cover Letter and CV to

Recruitment@sophia.ie

The closing date for receipt of applications is

Friday, 11th October 2024