



### **Our Vision**

**Life is great for children and young people**

### **Our Mission**

**Provide a range of support services for children and young people who have not had a fair deal in relation to housing, homelessness, mental health and participation**

### **Our Ethos**

**We need each other to make life work**

### **Our Values**

**We make our own choices**

**We take risks**

**We make mistakes and learn**

**We recognise our differences and challenge judgments**

## MACS FLOATING SUPPORT SERVICE

### JOB DETAILS

<b>Job Title:</b>	Floating Support Worker
<b>Funding:</b>	NIHE Supporting People
<b>Conditions:</b>	Maternity Cover for up to 12 months (beginning March 2017)
<b>Responsible to:</b>	Floating Support Manager
<b>Location:</b>	303 Ormeau Road, Belfast
<b>Hours of Employment:</b>	Full Time: 35 hours per week
<b>Holidays:</b>	30 days per annum
<b>Salary:</b>	£21,388 per annum

**It will be a requirement of this post to be registered with the Northern Ireland Care Council (NISCC).**

## **JOB DESCRIPTION / PERSON SPECIFICATION**

### **ROLE OVERVIEW**

MACS Floating Support services provide a range of interventions to assist young people aged 16 - 25 to access/maintain accommodation in the community. In this role you will also support young people aged 16/17 who are homeless, young people 'sofa surfing' and at risk of eviction.

### **CORE DUTIES AND RESPONSIBILITIES**

- To develop purposeful and nurturing relationships with young people
- Adhere to Child Protection, Vulnerable Adult and Lone Worker policies to safeguard Young People and Staff.
- To provide holistic support (on a one to one and group basis) to young people in the service
- To ensure that young people's ideas, thoughts and feedback are recorded, responded to and actioned. Feedback to line management or relevant subgroups where appropriate
- To provide 1 to 1 support to young people ensuring this is underpinned by MACS ethos and value base
- To identify support plans in partnership with young people, referrers and statutory partners
- To provide support to young parents
- To work in partnership with referrers, stakeholders and key agencies to ensure provision of comprehensive support to young people
- To provide practical and 'hands on' support regarding budgeting, cooking, cleaning and running a home, with young people and in conjunction with their support plans

- Awareness of young people's housing rights.
- To take the lead in creating and reviewing safety plans
- To carry out 6 monthly reviews in partnership with young people and referrers
- Comprehensively plan (with young people and key agencies) move on from the Service
- To give information, advice and assistance on claiming benefits and on accessing other relevant agencies and services
- To maintain clear, young people friendly, written and verbal communication with referrers, stakeholders and relevant external agencies and Services
- To ensure accommodation is well maintained, and is safe for young people to live in
- To maintain an accurate and up to date record of support provided to young people
- To ensure quality standards are maintained and improved upon (QAF and RQIA) including MACS internal reviews
- To work to targets as identified in your Balanced Scorecard
- To complete the competency framework in conjunction with your line manager within the first 9 months of employment
- To meet with the Manager for monthly supervision and annual appraisal
- Respond to communication from MACS staff
- To engage in completion of annual training needs analysis and attend relevant training
- To develop new, innovative and alternative approaches to working with young people
- To encourage young people to participate in reviews of how well we do things, MACS shadow board and forums

- To ensure young people are aware of and have access to other MACS Services
- To identify sources of funding to meet the needs of young people, i.e. charitable, DHSS, grants etc
- To assist in the resolution of neighborhood disputes and problems including negotiation with landlords
- To attend team meetings, organisational meetings and service days
- To pro-actively engage in service development and raising the profile of Service
- To support and nurture all students on placement at MACS
- To pro-actively engage in organisational subgroups, activities and events for e.g. planning of Oscars, Org Day out, Health and Wellbeing Group and Culture Group
- To work in accordance with MACS policies and procedures
- Promote team cohesion and development through reflective practice (Gibbs Model), innovative thinking, transparent communication and solution focused approach
- Contribute to the organisational strategic direction through annual team objectives
- Undertake any other duties as required

## **PERSONAL REQUIREMENTS**

- The ability to build personable, purposeful and transparent relationships with young people.
- The commitment to work in accordance with MACS ethos and value base.
- The ability to communicate effectively to a wide range of people, including young people, verbally and in writing.
- The willingness to accept direction and supervision.
- The ability to reflect on practice, identify learning needs and take responsibility for continued professional development (with line management support).
- The willingness to work flexibly to respond to the needs of young people and to ensure the viability of the service
- The ability to maintain a comprehensive and up to date written record of work undertaken.
- To have the commitment to undertake relevant training.
- To be resilient and compassionate in a challenging environment
- To have good time keeping, time management skills and organisational skills.
- The ability to work on own initiative and as part of a team and within the organisation.
- To represent the organisation in a professional manner.
- To bring enthusiasm and commitment to MACS.

## PERSON SPECIFICATION

<b>SKILLS AND KNOWLEDGE REQUIRED BY POST HOLDER</b>	
<b>EXPERIENCE</b>	
2 years experience of working with young people aged 16-25 <b>Or</b> Degree in Social Work, youth and community Work or similar 1 years experience of working with young people aged 16-25	<b>ESSENTIAL</b>
Experience of successfully liaising with a variety of agencies	<b>ESSENTIAL</b>
<b>KNOWLEDGE</b>	
Understanding of young people who have been homeless, have left care or have high support needs	<b>ESSENTIAL</b>
<b>SKILLS</b>	
Ability to offer support to young people to make transition into adulthood and independent living	<b>ESSENTIAL</b>
<b>PERSONAL QUALITIES</b>	
To work on own initiative and as part of a team	<b>ESSENTIAL</b>
To make your own decisions and work under pressure	<b>ESSENTIAL</b>
To be resilient and compassionate in a challenging environment	<b>ESSENTIAL</b>
<b>VALUES</b>	
To work within the ethos, culture and values of MACS	<b>ESSENTIAL</b>
<b>OTHER</b>	
A full current driving licence and access to a car is required so as to be able to meet the requirements of the post in full	<b>ESSENTIAL</b>



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## MACS SUPPORTED HOUSING SERVICE

### JOB DETAILS

<b>Job Title:</b>	Integrated Floating Support and Housing Worker
<b>Funding:</b>	Wellnet
<b>Conditions:</b>	Fixed Term until March 2017 (with possibility of extension subject to further funding)
<b>Responsible to:</b>	Integrated Floating Support and Housing Manager
<b>Location:</b>	190 Longstone St, Lisburn
<b>Hours of Employment:</b>	Full Time: 35 hours per week (shift work). Shifts include evenings, weekends and bank holidays. <b>Shift patterns may be subject to change</b> <b>Typical Working Pattern below is subject to change but will normally include 1 early shift, 1 late shift per week and 1 Saturday per month.</b> <ul style="list-style-type: none"><li>• 8am – 4pm</li><li>• 9am – 5pm</li><li>• 1pm – 8pm</li></ul>
<b>Holidays:</b>	30 days per annum
<b>Salary:</b>	£21,388 per annum

It will be a requirement of this post to be registered with the Northern Ireland Care Council (NISCC).

### JOB DESCRIPTION / PERSON SPECIFICATION

## **ROLE OVERVIEW**

Lisburn Housing and Floating Support provide support for 9 young people leaving care who aged between 16 and 21. This will include:

- 3 care leavers ( up to 2 years)
- 4 young people who have experienced homelessness (up to 2 years)
- 2 16/17 year olds who are currently homeless (10 days UNOCINI assessment accommodation).

We support young people to build the skills and confidence to maintain their own homes.

The role of an Integrated Worker is to provide a range of interventions to assist Young People aged 16-25 to access and/or maintain their own accommodation. The worker will work across both FS and Housing Services. Young people will review individualised support based on planning, ongoing assessment/review and keeping safe where appropriate.

## **CORE DUTIES AND RESPONSIBILITIES**

- To develop purposeful and nurturing relationships with young people using Social Pedagogy as an approach to practice
- Adhere to Child Protection, Vulnerable Adult and Lone Worker policies to safeguard Young People and Staff.
- To provide holistic support (on a one to one and group basis)to all young people accessing the service
- To ensure that young people's ideas, thoughts and feedback are recorded, responded to and actioned. Feedback to line management or relevant subgroups where appropriate
- To provide 1 to 1 support to young people ensuring this is underpinned by MACS ethos and value base
- To identify support plans in partnership with compliment pathway plans, in partnership with young people, referrers and statutory partners

- To work in partnership with referrers, stakeholders and key agencies to ensure provision of comprehensive support to young people
- To provide practical and 'hands on' support regarding budgeting, cooking, cleaning and running a home, with young people and in conjunction with their support plans
- To support young parents
- Awareness of young people's housing rights.
- To take the lead in creating and reviewing safety plans
- Work effectively, ensuring information is communicated efficiently through the designated systems
- To carry out quarterly reviews in partnership with young people and relevant partners
- Comprehensively plan (with young people and key agencies) move in and move on from the Service
- To give information, advice and assistance on claiming benefits and on accessing other relevant agencies and services
- To maintain clear, young people friendly, written and verbal communication with referrers, stakeholders and relevant external agencies and services
- To ensure accommodation is well maintained, and is safe for young people to live in
- To maintain an accurate and up to date record of support provided to young people
- To ensure quality standards are maintained and improved upon (QAF and RQIA) and MACS internal reviews
- To work to targets as identified in your Balanced Scorecard
- To complete the competency framework in conjunction with your line manager within the first 9 months of employment

- To meet with the Manager for monthly supervision and annual appraisal
- Respond to communications from MACS staff
- To engage in completion of annual training needs analysis and attend relevant training
- To develop new, innovative and alternative approaches to working with young people
- To encourage young people to participate in reviews , MACS shadow board and forums
- To ensure young people are aware of and have access to other MACS Services
- Comprehensively Plan (with young people and key agencies) in relation to move in and move on from Housing
- To identify sources of funding to meet the needs of young people, i.e. charitable, DHSS, grants etc
- To assist in the resolution of neighborhood disputes and problems (in house and the wider community)
- To attend team meetings and service days
- To pro-actively engage in Service development and raising the profile of Service
- To support and nurture all students on placement at MACS
- To pro-actively engage in organisational subgroups, activities and events for e.g. planning of Oscars, Org Day out, Health and Wellbeing Group and Culture Group
- To work in accordance with MACS policies and procedures
- Promote team cohesion and development through reflective practice (Gibbs Model), innovative thinking, transparent communication and solution focused approach

- Contribute to the organisational strategic direction through annual team objectives
- Undertake any other duties as required

### **PERSONAL REQUIREMENTS**

- The ability to build personable, purposeful and transparent relationships with young people.
- The commitment to work in accordance with MACS ethos and value base.
- The ability to communicate effectively to a wide range of people, including young people, verbally and in writing.
- The willingness to accept direction and supervision.
- The ability to reflect on practice, identify learning needs and take responsibility for continued professional development (with line management support).
- The willingness to work flexibly to respond to the needs of young people and to ensure the viability of the service
- The ability to maintain a comprehensive and up to date written record of work undertaken.
- To have the commitment to undertake relevant training.
- To be resilient and compassionate in a challenging environment
- To have good time keeping, time management skills and organisational skills.
- The ability to work on own initiative and as part of a Supported Housing team and within the Organisation.
- To represent the organisation in a professional manner.
- To bring enthusiasm and commitment to MACS.

### **PERSON SPECIFICATION**

<b>SKILLS AND KNOWLEDGE REQUIRED BY POST HOLDER</b>	
<b>EXPERIENCE</b>	
2 years experience of working with young people aged 16-25 <b>Or</b> Degree in Social Work, youth and community Work or similar 1 years experience of working with young people aged 16-25	<b>ESSENTIAL</b>
Experience of successfully liaising with a variety of agencies	<b>ESSENTIAL</b>
<b>KNOWLEDGE</b>	
Understanding of young people who have been homeless, have left care or have high support needs	<b>ESSENTIAL</b>
<b>SKILLS</b>	
Ability to offer support to young people to make transition into adulthood and independent living	<b>ESSENTIAL</b>
<b>PERSONAL QUALITIES</b>	
To work on own initiative and as part of a team	<b>ESSENTIAL</b>
To make your own decisions and work under pressure	<b>ESSENTIAL</b>
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<b>VALUES</b>	
To work within the ethos, culture and values of MACS	<b>ESSENTIAL</b>
<b>OTHER</b>	
A full current driving licence and access to a car is required so as to be able to meet the requirements of the post in full	<b>ESSENTIAL</b>