



MACS is the leading specialist youth homeless charity in Northern Ireland. We provide 24/7 supported housing to young people leaving care and who are homeless, floating support to young people in the community, shared tenancies, prison resettlement and wellbeing support.

**OUR VISION:**

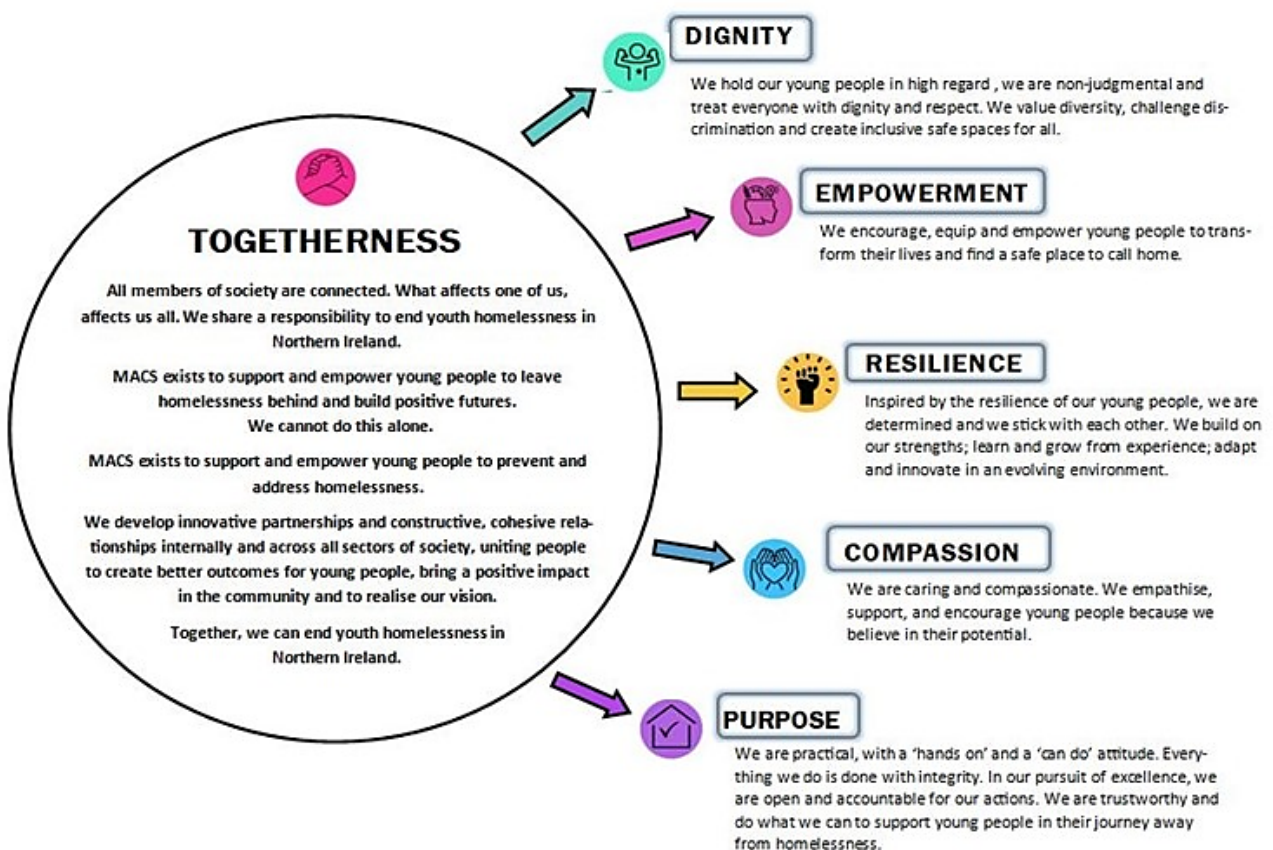
**An end to youth homelessness in Northern Ireland**

**OUR MISSION:**

**Together we will empower young people on their journey to find a safe place to call home and build brighter futures.**

**OUR VALUES:**

**Everything we do as an organisation is underpinned by our core values. We live these values in the way we interact with colleagues, children and young people and all external stakeholders.**



In MACS we encourage an interdependent way of living. We actively encourage personal and professional development so that our young people and staff can reach their fullest potential.

## **OUR CULTURE:**

***Interdependence*** – MACS recognise that as social creatures, we cannot exist totally independently from others.

***Personal Growth and Development*** - We invest in our staff and young people, challenge their thinking and encourage training to increase skills and knowledge.

***Learning from Mistakes*** - Our ethos and belief are that by examining what went wrong, we can improve and use the learning.

***Self Determination and Autonomy*** - MACS employ experienced and skilled staff that we trust to work effectively and safely with our young people.

***Judging Others*** - MACS recognizes that judgements are natural, however we ensure that ours are examined and explored in a way that results in a positive outcome for all.

***Communication*** - We have a friendly, relaxed, engaging and warm attitude that fosters positive communication between young people and the organization as a whole.

***Trust and Integrity*** - We earn trust from young people and other professionals by consistently delivering top quality services, underpinned by trust and integrity.

***Involving Yourself*** - MACS welcomes input from all staff and young people and encourages participation in having your say and embracing new opportunities.

**We expect all staff to commit to and embrace the vision, mission, values and culture of the organisation as defined above.**

## MACS HOUSING SERVICE

### **JOB DETAILS**

<b>Job Title:</b>	Supported Housing Worker
<b>Conditions:</b>	x2 Full Time, Permanent (x1 Downpatrick x1 Belfast)
<b>Responsible to:</b>	Housing Manager
<b>Location:</b>	9 English St, Downpatrick 14-20 University Street, Belfast
<b>Hours of Employment:</b>	<b>Full Time:</b> 35 hours per week. Working Hours may include evenings, weekends and bank holidays and may change to reflect the needs of the young people.
<b>Salary:</b>	£25,545 per annum and pension 4% of salary
<b>Holidays:</b>	36 days per annum – inclusive of bank/public holidays (increasing by 1 day per year of service up to a max of 41 days per annum. Increase is effective from the 1st April each year, once a full year of service has been completed).

*This holiday entitlement is inclusive of Bank/Public Holidays and given the nature of the business, it will sometimes be necessary for you to work on Bank/Public Holidays, so you have access to use this holiday entitlement at another time. MACS also offer a double pay rate for essential shift cover in its Supported Housing Services on specific bank / public holiday dates.*

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

# **JOB DESCRIPTION**

## **ROLE OVERVIEW**

MACS provides 24/7 supported housing for young people leaving care who are aged between 16 and 21. Housing workers support young people to build the skills and confidence to maintain their own homes. Young people will receive individualised support based on support planning ongoing assessment / review and keeping safe where appropriate. Young people can live with us for up to 2 years before moving into the community.

**This Job Description demonstrates the job role, main duties and responsibilities to:**

### **User, Stakeholder and Community Engagement:**

- To provide Holistic Support (on a one to one and group basis) to all young people accessing the service.
- To identify Support Plans in partnership with Young People and Professionals/Service where appropriate.
- To maintain and review accurate and up to date records of support provided to Young People.
- To provide practical 'hands on' support to assist Young People with all areas of managing tenancy including life skills and emphasising the importance of being a good neighbour. Workers will liaise and advocate with Housing Executive/Housing Association/Landlords.
- Comprehensively plan (with Young People and key agencies) and participate in the decision making relating to the move-in and move-on from MACS.
- To provide information, advice and assistance on claiming benefits and on accessing other relevant agencies and services.
- To proactively maintain a waiting list, prioritising waiting list and providing fortnightly telephone support.
- Identify need for group work opportunities, creating and facilitating groups to enhance personal and social development.

### **Learning and Development**

- To provide awareness of the Housing Rights of Young People and to advocate on their behalf.
- Reflection, personal and professional development both individually and as part of the team.
- To prepare and engage in monthly supervision and team meetings to work on agreed targets, alongside Line Manager.
- To prepare and update Learning and Development plan in relation to team and individual training needs.

- Contribute to the induction and support of new staff.

### **Governance**

- To adhere to MACS Policies and Procedures including Safeguarding and Lone working as well as adhering to NISCC standards of conduct and practice.
- Working effectively within a team, ensuring information is communicated with Young People and external agencies.
- Ensure health and safety standards and fire regulations are maintained and any concerns or repairs are reported promptly. To ensure the security and safety of the house.
- To ensure all recordings and communication is in line with statutory and MACS requirements and GDPR guidelines
- To work effectively ensuring information is communicated in a timely and appropriate manner in line with GDPR guidelines.
- To be pro-active in Service Development, network with external agencies and promote of the profile of MACS.
- Awareness and involvement in the management of team budgets and identify sources of funding to meet the needs of young people i.e. grants, Social Security etc.

### **Other Duties**

- Be required to undertake any other duties to ensure the effective, safe delivery and development of services.
- Be flexible and willing to adapt to the changing needs of the young people and service, always putting young people first.
- To work shift patterns that meet the needs of the young people.

### **PERSONAL REQUIREMENTS**

- The ability to plan and prioritise workload
- Excellent communication skills
- High level of attention to detail and accuracy
- Good interpersonal and team working skills with a flexible and adaptable attitude to work
- Able to be a self-starter with the ability to use initiative
- To demonstrate effective leadership skills
- The ability to understand and work in accordance with MACS ethos and values base
- The ability to communicate effectively to a wide range of people, particularly young people and stakeholders
- The ability to accept direction and supervision
- The ability to maintain a comprehensive and up to date written record of work undertaken
- To have the commitment to undertake relevant training
- To work as a team member and assist in developing and shaping the Service to meet Young People's needs and strategic objectives

- Good time keeping skills
- To represent MACS in a professional manner
- To work on own initiative and make decisions (autonomous) in a responsible and accountable manner
- To be resilient and compassionate in a challenging environment.

## PERSON SPECIFICATION

SKILLS AND KNOWLEDGE REQUIRED BY POST HOLDER		
CRITERIA 1	CRITERIA	ASSESSMENT STAGE
<ul style="list-style-type: none"> <li>• 1 years' experience of working with young people.</li> </ul> <b>OR</b> <ul style="list-style-type: none"> <li>• Degree in Social Work, Youth and Community Work or similar <b>AND</b></li> <li>• 6 months experience of working with young people.</li> </ul>	ESSENTIAL	SHORTLISTING
CRITERIA 2		
<ul style="list-style-type: none"> <li>• Experience of assessing risk and safety planning in order to keep young people safe.</li> </ul>	ESSENTIAL	INTERVIEW
CRITERIA 3		
<ul style="list-style-type: none"> <li>• Experience of assessing need and support planning for young people.</li> </ul>	ESSENTIAL	INTERVIEW
CRITERIA 4		
<ul style="list-style-type: none"> <li>• To work within the ethos, culture and values of MACS.</li> </ul>	ESSENTIAL	INTERVIEW
CRITERIA 5		
<ul style="list-style-type: none"> <li>• A full, current driving license with access to a car, insured for business use is required to meet the requirements of the post in full.</li> </ul>	ESSENTIAL	SHORTLISTING
DESIRABLE CRITERIA		
<ul style="list-style-type: none"> <li>• Experience of working in supported housing or similar environment.</li> </ul>	DESIRABLE	SHORTLISTING