

Role Description – Full-time Volunteer Harcourt Street

Role Title:	Full-time Volunteer – Harcourt Street Emergency Accommodation
Role Purpose:	<p>To work in frontline Homeless services to support people that are experiencing homelessness. Actively working with clients to support them with their holistic needs with a focus on sustaining long-term accommodation and prevention from rough sleeping.</p> <p>We work with a diverse client group that come from all walks of life and have many support needs including, physical and mental health and addiction issues.</p>
Reports to:	Service Manager – Harcourt Street
Location:	Dublin 2

Core Role Requirements:

- Working within a team to support service users accessing Emergency Accommodation.
Work with individual service users and groups of service users to enhance their confidence, self esteem and social connections.
- Support and assist the service staff with the development of service programmes, ensuring that the individual needs of the service users are being addressed.
- Work with team to implement learning and development initiatives within housing services.
- Prepare reports, statistics and other information as required by Simon Community, to adhere to good record keeping guidelines and usage of the Pass and Internal IT Systems.
- Engage with team to ensure the continuity of service provision in housing services, to include handovers, diary, incident reports etc.
- Work closely as part of the team to implement the induction procedure and on-going support of service users.
- Liaise with staff to support service users to achieve agreed progression goals set down in their support plan.
- Ensure housing operations run smoothly - maintaining a high standard of cleanliness throughout the services both in private rooms as well as general common areas, with service user involvement where feasible.
- Ensure health, safety and welfare is prioritised at all times within services including maintenance, safety and neighbourhood checks and other processes.
- Process all incoming enquiries and referrals to accommodation of service users as appropriate.
- Assist in the preparations of rooms for service user intake to ensure standards are maintained.
- Facilitate service users when moving from current location to new location.
- Ensure service users adhere to terms and conditions of agreements relating to their accommodation and service users are alerted to any situation or behaviour which may result in breaches of this agreement in line with policies and procedures of DSC.
- Ensure a high standard of customer service is provided and complaints are dealt with in an efficient and appropriate manor in accordance with complaints and appeals policy and procedures.
- Investigate damage to properties, taking appropriate action and or notifying Service manager of incident in line with policies and procedures in place, producing timely reports as required.
- Respond to all incidents immediately and ensure consistent appropriate follow up.

Requirements of all Dublin Simon Volunteers

- Commitment to the purpose of Dublin Simon Community and to volunteer within the values, policies and procedures of the organisation and in the context of current legislation and regulations.
- To participate in regular supervision with your line manager.
- To actively participate in team and staff meetings and service reviews/ evaluations and to contribute to the development of policy and practice within your area of work and Dublin Simon as a whole.
- To report any area of concern to your line manager in a timely manner.
- To show reasonable flexibility in relation to hours of attendance to meet the needs of the service. Volunteering during unsocial hours may be required.
- Have a flexible approach to your placement in response to organisational change, development and review of best practice.
- Identify training needs with your line manager and participate in training opportunities appropriate to the role.
- To be vigilant of any Health, Safety and Welfare risks in the workplace and bring any concerns to the attention of your line manager or Health & Safety Representative.
- To participate in the efficient flow of information within the organisation by sharing and seeking information as appropriate.
- To undertake other duties as may be requested by the line manager from time to time.
- To undertake your volunteering in a manner that is friendly, flexible and informal.

Note: This Role Description will be reviewed and updated in line with the needs of the placement.

Person Specification

	Essential	Desirable
<u>Qualifications</u>		Qualification in a relevant discipline e.g. Social Care, Psychology, Social sciences, Community work.
<u>Knowledge</u>	Knowledge of homelessness and the reasons why people become homeless.	Knowledge of the services available to people who are experiencing homelessness.
<u>Competencies</u>	<ul style="list-style-type: none"> • Effective team working • Client Centeredness • Excellent communication skills • Strong organisational skills 	
<u>Experience</u>		Experience of working in a similar voluntary role