

Role Description – Full-time Volunteer (Supported Housing)

Role Title:	Full-time Volunteer - Supported Housing (Oak House)
Role Purpose:	To ensure the provision of accommodation services in a positive and stimulating physical environment and consistently to best practice standards whilst meeting the needs of clients on a day to day basis.
Reports to:	Service Manager – Oak House
Location:	Oak House, Dublin 7.

Core Role Requirements

- Engage with team to ensure the continuity of service provision, to include handovers, diary, incident reports etc.
- Liaise with the team to implement the induction procedure and provide on-going support to service users to achieve agreed progression goals set down in their support plan.
- Develop and implement a participation and development action plan that responds to the needs of service users using supported housing services.
- 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 colleagues to implement learning and development initiatives and synchronise all training, participation and social programmes within the service.
- Prepare reports, statistics and other information as required by Dublin Simon Community, to adhere to good record keeping guidelines and usage of the Pass and Internal IT Systems.
- Ensure housing operations run smoothly - maintaining a high standard of cleanliness throughout the service 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 the service 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 manner 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>		Third level qualification in Social Care or a related discipline e.g. Social Studies, Community Work, Psychology, Education, Sociology etc.
<u>Knowledge</u>	Understanding of why people become homeless and the needs they have.	Knowledge of Accommodation services in the Homeless sector
<u>Competencies</u>	Resilience and positive outlook Effective team working Initiative and taking responsibility Respect for the dignity of others	
<u>Experience</u>		Experience of working with vulnerable and disadvantaged groups.