

KILDARE COUNTY COUNCIL

**HOMELESS SUPPORT OFFICER
QUALIFICATIONS AND PARTICULARS**

CLOSING DATE 22ND OCTOBER 2020 AT 4.00 P.M.

The Homeless Support Officer will work directly with people experiencing homelessness or who are at risk of becoming homeless. The Officer will work as part of the Homeless Team which is focused on prevention, place finding, and generally moving individuals and families on from emergency accommodation to more suitable and sustainable accommodation. The sourcing of emergency accommodation is a key role. The role will involve direct engagement and interaction with individuals, families, and other agencies to provide clear advice and support to enable them to avoid homelessness and to exit emergency accommodation. The holder of the post will have an opportunity to gain knowledge of housing legislation and social housing options, as well as policy and procedures. Ongoing training will be provided.

The office is whole time permanent and pensionable.

Character

Candidates shall be of good character.

Health

Candidates must be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

Education, Training, Experience, etc.

Candidates shall on the latest date for receipt of completed application forms for the office:

- Experience of homeless services or relevant equivalent;
- Have a comprehensive understanding of housing, social and welfare rights and entitlements;
- Possess an understanding of homelessness and how to respond effectively;
- Be capable of conducting assessments of need in a sensitive and professional manner;
- Have the capacity to support people experiencing homelessness to make informed decisions;
- Ability to work as part of a team and to liaise with external service providers;
- Demonstrate experience of working effectively with customers;
- Excellent communication skills and an ability to work under pressure;
- Have an understanding of the role of elected Members;

- Understand the role of Non-Governmental Organisations and charity groups operating in the sector;
- Excellent IT and record keeping skills;
- Experience of dealing with aggression and/or challenging behaviour.

Qualifications and Particulars

- (a) Have attained a good standard in general education;
- (b) Have proven and relevant experience in administrative procedures, office organisation and team working;
- (c) Be highly motivated;
- (d) Possess good inter-personal skills and the ability to develop good working relationships with staff and local communities.

Desirable

- A Social Care Practitioner third level qualification or FETAC level 8 is desirable but not essential;
- Experience of working in a similar field.

The Job

The successful candidate will join the Homeless Team in Kildare County Council which is dedicated to working with people who are homeless and at risk of homelessness in County Kildare.

The role, involves, but is not limited to the following:

- Interview and assess clients seeking a homeless service by appointment or unscheduled presentations at public counter/or presentations by telephone or by any other method;
- Assess and advise people who are homeless on housing options and support households to source private rented accommodation with the assistance of Housing Assistance Payment and the Homeless Housing Assistance Payment;
- Work to secure emergency accommodation as required to meet the needs of those presenting as homeless;
- Work with households who present at risk of homelessness from the private rented sector. The Officer will be required to have knowledge of all protections available to tenants under the Residential Tenancies Act;
- Provide information and assistance to the client in preparing and submitting an application for social housing;
- Work with clients placed in emergency facilities with a view to securing long term accommodation and, where possible, avoid continued placement in emergency facilities;
- Enable and assist clients to source suitable private rented accommodation and develop a support plan in conjunction with the client which will enable them to sustain their tenancies for the long term in an appropriate home;

- Ensure that clients are fully briefed on services available to them from external agencies and provide support and advice on finances, benefit entitlements, health, education;
- Assist clients to access community supports and social activity;
- Consult and liaise with relevant parties to assess the client's needs and the level of support needed;
- Maintain and review needs assessments, action plans and support plans with the client and other agencies as needed or agreed or as requested by the line manager;
- Promote positive, person centered responses for persons who are homeless and at risk of homelessness, in partnership with existing service providers.
- Communicate clearly, report any concerns and deliver hand-over reports as appropriate to colleagues and line management;
- Keep factual, up to date records on all clients engaged with by recording on internal databases and on the PASS system;
- Develop positive and good working relationships and liaise closely with other agencies for the benefit of the client;
- Undertake additional tasks as reasonably assigned;
- Attend appropriate meetings as requested;
- Follow all Kildare County Council policies and procedures.

KEY COMPETENCIES

Candidates are expected to be able to demonstrate in their application and at interview that they possess the following competencies through the experience and skills they have gained to date:

Delivering Results	<p>Middle Managers take responsibility for the delivery of results and for bringing projects and tasks to completion in their area of operation.</p> <p>Middle managers must translate the Directorate/Department objectives into operational plans for their area.</p> <p>They must deliver the key outcomes and results that are required, through careful operational planning and the management and measurement of performance outcomes.</p> <p>A Middle Manager adheres to all relevant corporate and legal obligations.</p>
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<p>Performance through People</p>	<p>Managing Performance Effectively manages performance using the PMDS process Builds and leads a positive, diverse and productive section/units and teams effectively. Empowers and encourages people to deliver their part of the operational plan.</p> <p>Communicating Effectively Recognises the value of and requirement to communicate effectively with all employees. Has effective verbal and written communication skills. Has good interpersonal skills.</p>
<p>Personal Effectiveness</p>	<p>Middle Managers must have the ability to execute (plan, organise and deliver) within the context of their operational plans and the corporate objectives.</p> <p>Middle managers must be capable of high performance while respecting people and must maintain a consistent and effective level of personal performance under high demands/ and within given constraints.</p>

Salary

€ 42,777 per annum to €48,221 per annum (maximum)

€ 49,798 per annum (LSI 1) (after 3 years satisfactory service at maximum)

€ 51,374 per annum (LSI 2) (after 6 years satisfactory service at maximum)

Entry point to this scale will be determined in accordance with Circulars issued by the Department of the Housing, Planning and Local Government.

In accordance with Departmental Circular letter EL 02/2011, a person who is not a serving local authority employee on or after 1st January 2011, will enter the scale for the position at the minimum point.

In accordance with circular EL05/2016 existing Public Servants in analogous grades and pay scales when moving without a break from one part of the public service to another may retain current point on scale.

The salary shall be fully inclusive and shall be as determined from time to time. Holders of the office shall pay to the local authority any fees or other monies (other than their inclusive salary) payable to or received by them by virtue of their office or in respect of services which they are required by or under any enactment to perform.

Working Hours (37 Hour Week)

The Homeless Support Officer will work 37 hours per week. Kildare County Council has a flexi time system in operation, details of which are available from the Human Resources Section. You may be required to work overtime on various occasions.

The Council reserves the right to alter your hours of work from time to time. All hours of work will be subject to and recorded in accordance with the provisions of the Organisation of Working Time Act, 1997 and the Organisation of Working Time Act (Regulations) 2001.

Location

Staff will be based at Áras Chill Dara, or other council facilities within the county.

Kildare County Council reserves the right to assign you to any premises in use by the Council, now or in the future.

Annual Leave

Granting of annual leave, payment for annual leave and arrangements for public holidays will be governed by the provisions of the Organisation of Working Time Act 1997 and the nationally agreed annual leave scheme for the sector. The annual leave year runs from 1st January to 31st December. The current leave entitlement for this post is **30** days.

Recruitment

The appointment will be made on the result of an interview conducted by, or on behalf of, the local authority.

Candidates may be shortlisted on the basis of relevance and extent of their previous experience, as outlined on their application, and these applicants only will be called for interview.

A panel may be formed as a result of these interviews from which further Homeless Support Officer positions arising may be filled. Candidates whose names are on a panel and who satisfy the local authority that they possess the qualifications declared for the office and that they are otherwise suitable for appointment may be appointed as appropriate vacancies arise.

Medical

For the purpose of satisfying the requirements as to health, it will be necessary for successful candidates, before they are appointed, to undergo a medical examination by a qualified medical practitioner to be nominated by the local authority. The authority reserves the right to request further medicals during the period of employment.

Garda Vetting

A person who is being considered for appointment will be required to complete a Garda Vetting application, the results of which will be considered before an offer of employment is made.

Probation

Where a person is permanently appointed to Kildare County Council, the following provisions shall apply:

- (a) There shall be a period after appointment takes effect, during which such a person shall hold the position on probation;
- (b) Such period shall be one year, but the Chief Executive may, at his discretion, extend such period;
- (c) Such a person shall cease to hold the position at the end of the period of probation unless during this period the Chief Executive has certified that the service is satisfactory;
- (d) There will be assessment(s) during the probationary period;
- (e) Officers who have already completed a probationary period with another Local Authority will not be obliged to serve probation with Kildare County Council.

Duties

The duties will be such as may be assigned to the officer from time to time by the local authority and will include the duty of deputising for other officers of the local authority, when required, and such duties as may be assigned in relation to the area of any other local authority.

Residence

Holders of the office shall reside in the district in which their duties are to be performed or within a reasonable distance thereof.

Superannuation and Retirement

If you are pensionable under the Local Government (Superannuation) (Consolidation) Scheme 1998 and are liable to pay Class A PRSI contributions, you would be required in respect of superannuation to make contributions at the rate of 3.5% of net pensionable remuneration (i.e. pensionable remuneration less twice the annual rate of social insurance old age contributory pension payable at the maximum rate to a person with no adult dependent or qualified children) plus 1.5% of full pensionable remuneration. You are required in respect of spouses' and children's pension benefit to contribute at the rate of 1.5% of full pensionable remuneration in accordance with the terms of schemes made under the Local

Government (Superannuation) (Consolidation) Scheme 1998. Maximum retirement age is 70.

If the Public Service Superannuation (Miscellaneous Provisions) Act 2004 applies to your employment, 65 is the minimum age at which your pension may be paid. As a new entrant to the public service, under the terms of this legislation you will not be required to retire on grounds of age.

Persons who become pensionable officers of a local authority who are liable to pay the Class D rate of PRSI contribution will be required in respect of their superannuation to contribute to the local authority at the rate of 5% of their pensionable remuneration. You may also be required to pay Spouses and Children/ Widows and Orphans contributions at the rate of 1.5% of gross pay. Maximum retirement age is 70.

Persons who become pensionable staff of a local authority for the first time on or after 01 January 2013 are assigned to the Single Public Service Pension Scheme with effect from the date of appointment. The scheme is contributory and provides pension, retirement gratuity, death gratuity and survivors benefits.

If you are pensionable under the Public Service Pensions (Single Scheme and other provisions) Act 2012, you are liable to pay the Class A rate of PRSI contribution. You are required to pay contributions as follows: 3% of gross remuneration and 3.5% of net pensionable remuneration (i.e. pensionable remuneration less twice the annual rate of social insurance old age contributory pension payable at the maximum rate to a person with no adult dependent or qualified children). The minimum age at which you may retire is allied with the State Contributory Pension age (currently 66, rising to 67 in 2021 and 68 in 2028). The maximum retirement age is 70.

To qualify for a pension the successful candidate must have served a minimum of two years employment in a local authority.

You are reminded that under this agreement the Council may refer you to a medical advisor at any time to determine fitness for carrying out the duties to which you have been assigned.

Further information is available from the Human Resources Department.

Pension Accrual

A 40-year limit on total service that can be counted towards pension where a person has been a member of more than one existing public service pension scheme would apply. This 40-year limit, which is provided for in the Public Service Pensions (Single Scheme and Other Provisions) Act 2012 came into effect on 28 July 2012. This may have implications for any appointee who has acquired pension rights in a previous public service employment.

Pension Abatement

If the appointee has previously been employed in the Civil or Public Service and is in receipt of a pension from the Civil or Public Service or where a Civil/Public Service pension comes into payment during his/her re-employment that pension **will be subject to abatement** in accordance with Section 52 of the Public Service Pensions (Single Scheme and Other Provisions) Act 2012.

Incentivised Scheme for Early Retirement (ISER)

It is a condition of the Incentivised Scheme for Early Retirement (ISER) as set out in Department of Finance Circular 12/09 that retirees, under that Scheme, are debarred from applying for another position in the same employment or the same sector. Therefore, such retirees may not apply for this position.

Department of Health and Children Circular (7/2010)

The Department of Health Circular 7/2010 dated 1 November 2010 introduced a Targeted Voluntary Early Retirement (VER) Scheme and Voluntary Redundancy Schemes (VRS). It is a condition of the VER scheme that persons availing of the scheme will not be eligible for re-employment in the public health sector or in the wider Public Service or in a body wholly or mainly funded from public moneys. The same prohibition on re-employment applies under the VRS, except that the prohibition is for a period of 7 years. People who availed of the VER are not eligible to compete in this competition. People who availed of VRS scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility).

Collective Agreement: Redundancy Payments to Public Servants

The Department of Public Expenditure and Reform letter dated 28th June 2012 to Personnel Officers introduced, with effect from 1st June 2012, a Collective Agreement which had been reached between the Department of Public Expenditure and Reform and the Public Services Committee of the ICTU in relation to ex-gratia Redundancy Payments to Public Servants. It is a condition of the Collective Agreement that persons availing of the agreement will not be eligible for re-employment in the public service by any public service body (as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011) for a period of 2 years from termination of the employment. People who availed of this scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility).

Period of Acceptance

The local authority shall require persons to whom an appointment is offered to take up such appointment within a period of not more than one month and if they fail to take up the appointment within such period or such longer period as the local authority in its absolute discretion may determine, the local authority shall not appoint them.

The County Council will not be responsible for any expenses a candidate may incur in attending for interview.

Mobile Phone

The person employed may be required to carry/ use a County Council mobile phone during working hours and any other technology deemed to be required by the Council in order to carry out the duties assigned.

Travelling

Travel expenses for official journeys will be paid at appropriate civil service rates as adjusted from time to time.

If you are required to travel as part of your official duties, Kildare County Council as your employer must be indemnified on your insurance policy.