



Applicant Information Pack

Project Support Worker & Trainee Project Support Worker (25 August 2025)

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1. Company Overview

Queens Quarter Housing Limited is a provider of accommodation and support services for single homeless clients and is based in the South Belfast area. We work with our stakeholders N.I.H.E and Supporting People to provide Dispersed Intensively Managed Emergency accommodation and support services for individuals with multi-complex needs. Utilising the multi-disciplinary approach to the provision of support, we seek to promote positive and lasting outcomes for our Service Users as they work towards permanent resettlement in the community.

QQH manages a number of HMO hostels/properties within the South Belfast area, ranging from emergency/crash facilities for one night stays to longer stays. The type of accommodation provided varies depending on the individual's Service Users specific needs and level of supervision required, ranging from private bedrooms with communal cooking/washing facilities to individual flatlets/bedsits.

2. Job Description Project Support Worker

Job Title:	Project Support Worker
Reports to:	Support & Operations Manager
Hours:	Permanent full-time work pattern is 36 hours per week - 3 x 12 hour shifts per week (7 a.m. to 7 p.m. and 7 p.m. to 7 a.m.) on a rotational basis covering days and nights on any day Monday to Sunday. Permanent part-time shift pattern is 24 hours per week - 2 x 12 hour shifts per week (7 a.m. to 7 p.m. and 7 p.m. to 7 a.m.) on a rotational basis covering days and nights on any day Monday to Sunday.
Rate of Pay:	Starting at <u>£13.20 per hour</u> and rising to <u>£15.20 per hour</u> upon successful completion of probationary period.
Holidays:	6 weeks.

Job Overview

As Project Support Worker you will provide on-site support to homeless single adults with multi-complex needs. This role involves actively assisting, encouraging and supporting Service Users in promoting their wellbeing, independence, safety, and positive, healthy life choices, including crisis intervention.

Duties and Responsibilities

A. SERVICE DELIVERY

A.1. Understand, promote, and adhere to, QQH's Mission, Objectives, Ethos, Principles and Codes of Practice

1. Know QQH's mission statement of **Respect and Dignity For All** and always comply with it.
2. Have knowledge of QQH's strategic aims and objectives, ethos, principles and codes of practice and understand how effective fulfilment of your role contributes to achievement of these.
3. Support QQH in meeting quality, governance and legislative requirements.
4. In all your actions actively provide a Service User-centred approach; promote Service User safety, wellbeing and involvement in decision making to help achieve positive, healthy and practical solutions and life style choices aimed at achieving independent living.
5. Project a positive image and reputation of QQH in your dealings with others and ensure, by your actions, the on-going confidence of our Service Users, stakeholders and the general public.
6. Ensure that all relevant QQH policies, procedures protocols and standards are read, understood and adhered to at all times, as set out in the Employee, Operational & Health, Safety, Welfare & Security Handbooks.

A.2. Provision of Support Services

1. Implement, participate in, and adhere to QQH Service User referral and induction procedures.
2. Support Service Users to manage their physical, mental health and wellbeing through participating in the implementation of support plans which have been agreed with them.
3. Prompt and encourage Service Users to make regular Service Charge payments and record and receipt.
4. Competently assist in the co-ordination of Out-Of-Hours and Crash Referral Facilities.
5. Provide practical support to Service Users as required, some examples of which might include:
 - Provide relevant advice in relation to personal safety, security and positive risk management.
 - Build, promote and sustain community contacts.
 - Proactively seek out opportunities in the community for the benefit of Service Users.
 - Advocate for Service Users, as appropriate.
 - Accompany and support Service Users on outreach activities as directed.

A.3. Health, Safety, Welfare & Security

1. Complete and record all Fire, Health & Safety (FHS) checks in line with Project schedule/management direction to include:
 - a) Service User welfare checks.
 - b) Scheduled equipment fire safety checks including weekly alarm systems checks and regular evacuation drills.
 - c) Health & Safety inspections of living accommodation and communal spaces.
 - d) Identify and seek/create/action practical solutions to physical safety hazards.
2. Monitor and control access to QQH properties by risk assessing suitability of Service Users for entry/admission.
3. Maintain standards of hygiene and support in relation to infection control.
4. Promote and participate in safe disposal of hazardous materials as per relevant QQH policies.
5. Log maintenance requests in a timely manner in the Maintenance Book and follow the procedure for reporting urgent matters to relevant team members.

A.4. Housekeeping

1. Complete daily cleaning tasks in QQH properties to include communal areas, stairwells, bathroom facilities, exterior and grounds of properties.
2. Ensure effective, timely, safe and appropriate disposal of refuse.
3. Support Service Users to maintain their living spaces and provide practical interventions where the act of encouragement is ineffective.
4. Execute appropriate housekeeping for vacated accommodation eg: clean the unit, label, document and create an inventory of belongings and store these safely.
5. Prepare accommodation for new referrals.
6. Complete regular laundry activities, including assisting Service Users as required.
7. Ensure that all cleaning materials are stored/locked appropriately.

B. TEAM & PARTNERSHIP WORKING

1. Be an integral member of, and work in close co-operation with, all members of the QQH team and representatives of relevant statutory, voluntary and regulatory bodies to achieve QQH objectives.
2. Develop and maintain trusting and professional internal and external relationships (with Service Users, work colleagues, management and relevant third parties).
3. Be flexible and work such hours as required to meet the needs of QQH which will include day, night and weekend shifts on a rota basis.
4. Travel to, and work at, any QQH location as required.
5. Continuous improvement - make suggestions to your manager to continuously improve service delivery, systems, processes, controls, procedures, costs, sustainability, etc.
6. Assist and guide prospective employees during trial shifts and provide honest feedback to management to inform the recruitment and selection process.

C. EFFECTIVE COMMUNICATION

1. Liaise with colleagues and managers/other professional personnel to report and record progress or difficulties and in particular any issues of concern, unusual or changes in behaviour, or deterioration in health and ensure full compliance with Critical Incident Reporting procedures as required.
2. Create and/or maintain clear, accurate, unbiased, timely and complete written records (including Service User case files) and/or computerised records. Regularly review these records to keep up to date with Service User activity and progress.
3. Ensure that all records are fully compliant with General Data Protection Regulations (GDPR) requirements.
4. Learn, understand and fully utilise appropriate computer systems and digital programmes.
5. Complete general administration and/or effective, full and timely communication and recordkeeping as required; e.g. regularly accessing and actioning work emails, sending e-mails, completing computerised reports.
6. Answer and make telephone calls efficiently and professionally, and effectively pass on information and/or messages to relevant parties.
7. Demonstrate effective listening skills and understanding when engaging with others.
8. Attend, contribute to, and actively participate in handovers and team meetings.
9. Facilitate, and participate in, group work and house meetings with Service Users.

D. ORGANISATIONAL DEVELOPMENT

1. Complete the Induction Programme and allocated training and development targets by the end of your probationary period (*new or prompted employees*).
2. Demonstrate a willingness to participate positively in essential and appropriate (internal and external) training, as scheduled, to competently fulfil the requirements of the post and to share knowledge, skills, training and learning across the team, as appropriate.
3. Participate in, and contribute positively to, supervision and performance management reviews with your Manager in an open and receptive manner, identifying personal strengths and areas for development, where relevant. Be open to giving and receiving constructive feedback.
4. Contribute positively to the induction and mentoring of new staff, including Bank and Agency staff, as directed.

E. PERSONAL BEHAVIOURS

1. Contribute to, and help to sustain, a supportive atmosphere for all of our Service Users.
2. Conduct yourself in a professional, caring, respectful, helpful, positive and courteous manner at all times.
3. Demonstrate the highest standards of commitment, responsibility and accountability.
4. Demonstrate resilience which is the ability to deal with our environment which can be physically and emotionally demanding at times.
5. Be able to manage risk. Demonstrate a sound understanding of how to undertake a positive risk management approach to ensure your own safety and the safety of our Service Users.
6. Demonstrate the ability to work on your own initiative under pressure, having the confidence and skills to adhere fully to **OPP-4.04 Lone Working Policy**.

7. Acknowledge, recognise and respect the expertise, experience, knowledge and seniority of others and know when to seek direction, support or refer/escalate a situation where appropriate.
8. Present as a positive role model at all times, being always mindful of personal integrity and maintaining professional boundaries.
9. Apply yourself fully to your work tasks and responsibilities during working hours.
10. Maintain the highest levels of confidentiality at all times, both during and after employment, whilst complying with professional ethics, where relevant.
11. Manage your time effectively to achieve deadlines.

Please note this is not an exhaustive list of duties or responsibilities. From time to time you may be asked by management to carry out other reasonable duties within your area of responsibility. Your Job Description will be subject to review and amendment as the demands of the role and the organisation evolve in the future.

Person Specification

Essential Criteria:

The successful candidate must meet the following **Essential Criteria**:

- Provide relevant Right to Work in the UK documentation (original proof will be required).
- Completion of a satisfactory Enhanced AccessNI check.
- Must not be on the Vulnerable Adults (Regulated Activity) Barred List.
- Possess a high level of interpersonal skills.
- Have good written and verbal communications skills.
- Possess IT skills. (i.e. experience of Office programmes, particularly Outlook & Word)
- Have good organisational and timekeeping skills.
- Demonstrate willingness to train and develop as required.
- Have the ability to work independently, or as part of a team.

Desirable Criteria:

It is preferable that the successful candidate meets the following **Desirable Criteria**:

- Two years' experience of working or voluntary work within a similar or equivalent challenging environment.
- Qualification in Health & Social Care, Psychology, or similar, or working towards same.
- Experience of dealing with people from diverse backgrounds including those whose first language is not English.

3. Job Description Trainee Project Support Worker

QQH are currently offering opportunities for applicants who are interested in a career in supporting homeless individuals with multi-complex needs (eg. mental illness, addiction) but who do not currently have the experience and/or educational background to allow them entry into the sector.

Candidates who meet the Essential job criteria for the Project Support Worker role, but fail to meet the Desirable job criteria, as set out in Section 2. (page 4) above, may apply for a 6 months' Trainee Project Support Worker role.

How do I become a Trainee Project Support Worker?

If you successfully progress through our recruitment and selection process (see Section 6. below), you will be offered a 6 months' training contract, during which time your progress, performance and conduct will be regularly reviewed. If you successfully pass the training period, you will be offered a permanent Project Support Worker job (as detailed in Section 2. above).

Job Title:	Trainee Project Support Worker
Reports to:	Support & Operations Manager
Responsible to:	Chief Executive Officer
Hours:	Full-time work pattern is 36 hours per week - 3 x 12 hour shifts on a rotational basis covering days and nights on any day Monday to Sunday. Part-time work pattern is 24 hours per week - 2 x 12 hour shifts on a rotational basis covering days and nights on any day Monday to Sunday.
Rate of Pay:	£12.21 per hour.
Holidays:	6 weeks.

Job Overview

As Trainee Project Support Worker you will provide on-site support to homeless single adults with multi-complex needs. This role involves actively assisting, encouraging and supporting Service Users in promoting their wellbeing, independence, safety, and positive, healthy life choices, including crisis intervention.

Duties and Responsibilities

As Trainee Project Support Worker, you will be given training, support and mentorship. By the end of your 6 months' training contract you will be expected to demonstrate that you are capable of carrying out all aspects of the duties & responsibilities which are detailed in pages 2 – 5 of Section 2. above.

4. QQH Equal Opportunities Statement

QQH is committed to equality of opportunity and to selection on merit.

As part of our social and corporate responsibilities, we encourage job applications from those who are from disadvantaged backgrounds, or who are facing barriers to employment such as long-term unemployment, homelessness, or having recently completed education or training.

5. Staff Benefits Package

In addition to rates of pay which are very competitive and well above the sector norms, we have recently reviewed and improved our benefits package as follows:



6. Recruitment Process Flowchart

