



## Applicant Information Pack Project Support Worker (8 January 2026)

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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 several 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.

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### 2. Job Description & Person Specification for Project Support Worker

<b>Job Title:</b>	<b>Project Support Worker</b>
<b>Reports to:</b>	Support & Operations Manager
<b>Hours:</b>	<b>Permanent full-time work pattern is 36 hours per week</b> - 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.  <b>Permanent part-time shift pattern is 24 hours per week</b> - 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.
<b>Rate of Pay:</b>	Starting at <b>£13.20 per hour</b> and rising to <b>£15.20 per hour</b> upon successful completion of probationary period.
<b>Holidays:</b>	6 weeks.

**N.B. The core duties and responsibilities apply to all Project Support Workers. Where there are duties and responsibilities which are specifically relevant when working at our Women Only Accommodation Service (Phoenix House), these have been added in italics for ease of identification.**

#### Job Overview (All locations)

As a 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.

## **Job Overview (Phoenix House)**

As a Project Support Worker within QQH's women-only accommodation, you will provide on-site support to homeless single women with multi-complex needs. This includes women who may have experienced domestic abuse, exploitation, trauma, or gender-specific vulnerabilities.

Each Service User is assigned both a Case Support Worker and a Project Support Worker. You will hold a small caseload of women and work closely alongside their Case Support Worker to provide consistent, trauma-informed support within a high-tolerance service. Your role involves daily engagement, relationship building, crisis response, practical assistance and active contribution to the development, monitoring and implementation of support plans.

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## **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.  
*(Phoenix House) Know QQH's mission statement of **Respect and Dignity For All** with a strong understanding of the gender-specific needs of women accessing the service.*
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 the 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 lifestyle 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 ongoing 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. ***(Phoenix House): Work alongside Case Support Workers to deliver support, contributing to and helping implement support plans agreed with Service Users.***
3. 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.2. Health, Safety, Welfare & Security**

1. Complete and record all Fire, Health & Safety (FHS) checks in line with the 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 the 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.3. 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, e.g., 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. **(Phoenix House):** Work collaboratively with Case Support Workers, management, and external agencies to support women's needs.
2. 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.
3. Develop and maintain trusting and professional internal and external relationships (with Service Users, work colleagues, management and relevant third parties).
4. 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.
5. Travel to, and work at, any QQH location as required.
6. Continuous improvement - make suggestions to your manager to continuously improve service delivery, systems, processes, controls, procedures, costs, sustainability, etc.
7. 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, and 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. Maintain professionalism, empathy and trauma-informed practice.
4. Demonstrate the highest standards of commitment, responsibility and accountability.
5. Demonstrate resilience, which is the ability to deal with our environment, which can be physically and emotionally demanding at times.
6. 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.
7. 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**.
8. 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.
9. Present as a positive role model at all times, being always mindful of personal integrity and maintaining professional boundaries.
10. Apply yourself fully to your work tasks and responsibilities during working hours.
11. Maintain the highest levels of confidentiality at all times, both during and after employment, whilst complying with professional ethics, where relevant.
12. 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.**

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## Person Specification

### Essential Criteria:

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

- Provide relevant Right to Work in the UK documentation (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 communication 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.
- **(Phoenix House):** Experience supporting women with complex needs, trauma, domestic abuse, or exploitation.
- Qualification in Health & Social Care, Psychology, or similar, or working towards the same.

- Experience of dealing with people from diverse backgrounds, including those whose first language is not English.

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### 3. 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.

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### 4. Staff Benefits Package

The infographic features the QQH logo in the top right corner. The title 'Staff Benefits Package' is centered at the top in a large, bold, dark blue font. Below the title, nine benefits are listed in a 3x3 grid, each with a corresponding icon and text:

- Private Health Insurance**: Represented by a shield with a white cross on a purple background.
- Paid Overtime & Premium Rate on Customary Days**: Represented by a clock face.
- Enhanced Maternity & Paternity Pay**: Represented by icons of a man and a woman holding a baby.
- Long Service Recognition Bonus**: Represented by a medal with a star.
- Recruitment Referral Bonus**: Represented by a person icon with a checkmark.
- Paid Rest Breaks**: Represented by a hand holding a coin with a dollar sign.
- Staff Wellness & Counselling Services**: Represented by two hands holding a heart.
- Pension Scheme**: Represented by a piggy bank.
- Staff Uniform Provided**: Represented by a uniform shirt.

## 5. Recruitment Process Flowchart

