



## JOB DESCRIPTION

**Respond is the largest housing association in Ireland providing social housing and homeless services. We are building our team of people with ambition and ability to achieve our aim to meaningfully address the housing and homelessness crisis Ireland.**

<b>Role:</b>	<b>Weekend Front Desk Attendant</b>
<b>Location:</b>	<b>High Park, Drumcondra, Dublin 9</b>
<b>Reporting to:</b>	<b>Homeless Service Manager</b>
<b>Terms:</b>	<b>Fixed Term –Part Time Contract (24 hours Sat &amp; Sun)</b>
<b>Job Purpose:</b>	<b>To work as part of a team, supporting families in Supported Temporary Accommodation</b>

### **Core duties and responsibilities:**

- A knowledge and understanding of the issues affecting people who are experiencing homelessness.
- Excellent communication skills, relevant to working with clients with addiction / learning disabilities / mental health issues / challenging behaviour, etc.
- The ability to demonstrate that you are committed to the ethos of Respond.
- The ability to work as part of a team in a challenging environment.
- The ability to deliver good quality services which fosters and enhances the dignity, development and independence of the service.
- To build sustainable relationships with the residents and create a welcoming and non-judgmental atmosphere.
- To maintain general Health and Safety procedures within the building.
- Light janitorial duties.
- Working flexible hours including shifts and weekends.
- The list of duties is not exhaustive and duties may vary from time to time.

**Person specification:**

- A good standard of education is essential for this position (eg. FETAC).
- A qualification in Social Care would be a distinct advantage
- An understanding of the nature of homelessness and the needs of homeless families
- A working knowledge and understanding of Child Protection
- The ability to treat the client group in a non-judgmental and respectful way
- The ability to work within clear professional boundaries
- Good written and oral communication skills
- Strong interpersonal and teamwork skills
- Be highly motivated, reliable & flexible
- Garda vetting will be conducted on an ongoing basis