

JOB DESCRIPTION

TITLE:	Contact Worker
SECTION:	Waterford County Housing Project
PROJECT:	Dungarvan
RESPONSIBLE TO:	Project Leader
LOCATION:	Mitchel Street, Dungarvan

Primary Purpose: To work as a part of a team providing Day to Day contact services to families and customers of the Mitchel Street Housing Hub. Working to agreed protocols and standards, providing customers practical support, advice and assistance to enable them to stabilise and/or live independently.

Key Responsibilities

1. To work within the framework of the overall objectives of Focus Ireland
2. To work within the overall policies and procedures of Focus Ireland, inclusive of Health and Safety Policy
3. To work to the Focus Ireland model and standards of best practice
4. To work a flexible rota over 5 days days to meet the objectives of the service, to include sleepovers.
5. To provide a safe, welcoming environment for families and individuals in long-term housing and transitional programs attached to the Mitchel Street Hub, including the provision of basic social care and support.
6. To monitor the safety and welfare of all families, and to provide interventions to agreed risk management plans advised by the Project Worker (Case Management) and/or the Line Manager

7. To assist with the administrative function with regard to established aftercare service practises and systems
8. To undertake individual contact work with families and individuals in transitional programs and customers in long-term housing, and to work in conjunction with the Project Worker (Case Management) in the formulation of assessments and inductions for residents.
9. To maintain professional links with other organisations and services that may offer services to high need families
10. To provide interventions around the support plan in conjunction with Project Worker (Case Management), and to participate in Intensive Case Management services and Transitional support program within the project.
11. To accompany and provide support to families on appointments to other services i.e. doctors, counsellors, court visits etc
12. To be responsible for keeping up to date contact work records and daily logs and for the inputting of information on Focus Ireland's PASS System
13. To work in close liaison and co-operation with other teams within Focus Ireland and other Statutory and Voluntary Agencies, as deemed appropriate
14. To attend Team, Section, Divisional, Organisational and external organisational meetings, as required.
15. To adhere to the policies and procedures of the Project and the Organisation and to input into the development of new policies and procedures
16. To engage in supervision sessions on a regular basis with the relevant Supervisor
17. To participate in relevant training and development courses as agreed with your Line Manager
18. To undertake such other duties as might be reasonably assigned from time to time in consultation with the Line Manager
19. To be vigilant to any Health, Safety and Welfare risks in the workplace and bring any concerns to the attention of your line manager or Health & Safety Representative

Focus Ireland is an equal opportunities employer

Criteria: Contact Worker (Intensive Care and Case Management)

Essential Criteria

- Relevant third level qualification in the area of social care, eg, youth work, social studies, addiction, psychology.
- Previous experience of working in the social care field with disadvantaged families.
- Experience of supporting marginalised young people with high risk and challenging behaviour
- A working knowledge and insight into the issues affecting young people who have had a care experience and the impact on their physical, emotional and psychological development
- Ability to cope with and manage lone working, including out of hours work
- Working knowledge and understanding of Child Protection
- Excellent report writing and IT skills
- Ability to work well in a team environment
- Person needs to demonstrate
 - Communication skills
 - Knowledge and understanding of children, adolescents and issues affecting parents
 - Ability to Plan and Implement Programmes
 - Flexibility in approach to work

Desirable Criteria

- A working knowledge of services in the homeless sector
- A working knowledge and understanding of Therapeutic Crisis Intervention model