

JOB DESCRIPTION

SECTION	Housing First Service
PROJECT	Housing First Intake (Outreach) Service
JOB TITLE	Case Manager
RESPONSIBLE TO	Project Leader
LOCATION	Regional/Dublin

Purpose: To work as a part of a joint Peter Mc Verry/Focus Ireland (Intake) Outreach team to make contact with rough sleepers and, working to agreed protocols and standards, providing support, advice and assistance to enable them to access appropriate services. For those entrenched rough sleepers facilitate a Housing First Principle lead approach.

MAIN DUTIES AND METHODOLOGY

1. To work to the principles and fidelity of housing first.
2. Work within the framework of the overall objectives of the Housing First Intake (Outreach Service) Team.
3. To work within the overall policies and procedures of the HFIT
4. To provide a safe, welcoming environment for clients that are out of home/or at risk, including the provision of basic physical care and support within the service, respecting consumer choice and self-determination.
5. To establish trusting relationships especially with clients who are living on the streets or in temporary accommodation and who are unattached or out-of-home and engage them in work that enables them to move to a more stable lifestyle
6. To work within the overall policies and procedures of the partnership, inclusive of Health and Safety Policy and ensure their implementation
7. To work a flexible rota over 7 days to meet the objective of the service.

8. Ensure the daily operations of the HFIT service are delivered, ensuring street-work, contact work and appropriate follow up are achieved.
9. To undertake individual work with people. Specifically to identify the needs of people, to provide support, to assist them to identify personal goals, to motivate them to achieve them and to assist the person access services.
10. To interact with people including observing their behaviour, dealing with people's emergencies in accordance with guidelines and reporting incidents to appropriate staff and recording observations for communication to other staff.
11. On occasion provide a wrap around service in conjunction with the HSE Crisis Intervention Service for young people aged 16-18 years.
12. To provide advice and practical support across a range of issues including Housing, Health, Safety, Addictions and Social Welfare and ensure that pamphlets and other written materials are available and up-to-date.
13. Assist with assessing entitlement to and applying for Social Welfare and with completing forms.
14. To accompany and provide support to people where possible on appointments to other services i.e. doctors, counsellors, court etc.
15. To be responsible for keeping up to date contact records, daily logs and written assessments. Inputting information on the partnerships database.
16. To work in close liaison and co-operation with other teams within Focus Ireland and other Statutory and Voluntary Agencies as deemed appropriate
17. To attend Team, Section, Divisional, Organisational and external agency's meetings and training as required
18. To implement existing policies and procedures and to input into the development of new policies and procedures
19. To engage in supervision sessions on a regular basis with the Project Leader
20. To participate in relevant training and development courses as agreed with your Project Leader
21. In conjunction with your Line Manager continuously develop the role to ensure that all tasks are being undertaken in an effective and appropriate manner to meet the strategic aims and objectives of the partnership.
22. To undertake such other duties as might be reasonably assigned from time to time in consultation with the Project Leader
23. 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

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Criteria: Contact Worker, Regional Contact and Outreach Service

Essential criteria

- Relevant third level qualification in the area of social care i.e. youth work, social studies, addiction, psychology
- 2 year's experience in the social care field working with disadvantaged single people and families
- Experience of supporting marginalised households with high risk and challenging behaviour
- A working knowledge of issues affecting people out-of-home and their impact on people and their physical, emotional and psychological development/status.
- Relevant experience of working in a team which shares a common goal.

Desirable criteria

- A working knowledge of services in the homeless sector.
- An awareness of child protection issues and ways of responding appropriately to any concerns.