

JOB DESCRIPTION

Title:	Project Worker, Advice and Information
Section:	South Dublin, Tallaght
Location:	510 Main Street, Tallaght
Responsible to:	Project Leader and Assistant Project leader
Primary Purpose:	To work directly with people experiencing, or at risk of homelessness with a view to providing the right information and advice at the right time to prevent the customer's situation deteriorating.

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 within the organisation's model and standards of best practice
4. To provide information and advice on emergency accommodation, housing, social welfare and legal rights, to people in need.
5. To deliver this service through a range of mediums including: drop-in services, phone lines, outreach services (e.g. M.A.B.S), website and literature.
6. To offer relevant support to people presenting to the service, appropriate to their needs.
7. To undertake an assessment of people's personal and accommodation situation needs.
8. To manage a caseload of clients as allocated by the management team.
9. To advocate on people's behalf for housing and other resources, up to and including representation at statutory meetings
10. To build professional and accountable relationships with statutory and voluntary services to co-ordinate a pathway through services for customers.
11. To refer people to external agencies which can more appropriately assist them with their personal, social, legal and accommodation needs.
12. To follow up with customers to assess how effective the information and advice was in improving their situation and offer further support, as appropriate and where practicable
13. To attend team, sectional, divisional and any other organisational meetings as required.

14. To hold weekly advice, information and advocacy clinics in South Dublin County Council area
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, as appropriate.
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 the Line Manager.
18. To be vigilant to any Health, Safety and Welfare risks in the workplace and bring any concerns to the attention of your Line Manager and/or Health & Safety Representative
19. To undertake such other duties as might be reasonably assigned from time to time in consultation with the Line Manager.

Criteria: Advice and Information Worker, Kilkenny

Essential:

- A third level Social Care qualification at degree level or relevant other
- Working knowledge of services for people experiencing homelessness
- Good knowledge of social welfare and health board systems and payments and have experience of assisting people to access both.
- An understanding of services and emergency accommodation for people experiencing homelessness
- Experience in carrying out case work and assessments to assist people experiencing homelessness and people at risk of homelessness.
- Excellent communication skills with particular emphasis on written and verbal advocacy while being able to deal with vulnerable and marginalised groups in a busy environment.
- Excellent knowledge of the principles of good practice for the protection of children, and a good working knowledge of child protection procedures.
- Good knowledge of Local Authority and voluntary housing agencies with experience in referral and advocacy to each.

Desirable:

- Previous experience of dealing with challenging behaviour

Focus Ireland is an equal opportunities employer