

## JOB DESCRIPTION

<b>Title:</b>	Project Worker/Case Management
<b>Section:</b>	Supported Temporary Accommodation and Long Term Support Accommodation
<b>Project:</b>	Aylward Green
<b>Reporting to:</b>	Project Leader/Team Leader
<b>Primary Purpose:</b>	To undertake individual work with families and customers who face chronic exclusion due to their many complex and overlapping needs, utilising an Intensive Care and Case Management Model. To work collaboratively within an intensive family support model. Specifically, to assess their needs, to advocate on their behalf, to provide support and make appropriate referrals on their behalf; thus ensuring a planned and effective sustained exit from homelessness.

### Key Responsibilities

1. Work within the framework of the overall objectives of Focus Ireland.
2. To work as a part of a multi disciplinary / multi agency service.
3. To use a flexible approach in engaging families with their individual needs child and parent alike, taking into consideration dynamics relevant to their needs and behaviours.
4. To work within a five day service. Flexibility may be required from time to time.
5. In conjunction with the Project Leader develop and maintain links with the Health Service Executive, Tusla, Probation, and other clinical, community and statutory services to ensure effective communication and pre-discharge planning where appropriate to ensure that as staff they work co-operatively and effectively.
6. In conjunction with the Project Leader develop community links with accommodation and service providers to ensure collaborative working with the customer group to ensure that as staff they work co-operatively and effectively.

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7. To engage effectively with all stakeholders in the child's, parent and customers lives. For example schools, extended family.
8. To contribute to a case conferencing model ensuring effective liaison with external professionals and the family where appropriate.
9. To provide one to one engagement to ensure that the Family/Customer reflects on their situation and is supported in making informed decisions. To perform to an intensive in-depth family support model to agreed standards.
10. To contribute and participate in conjunction with the project leader in ensuring a package of support is designed and implemented by the project worker ensuring and promoting the welfare of the family.
11. To implement agreed education programmes, utilising coaching and mentoring interventions to assist parents grow in life and parenting skills.
12. To contribute to the formulation of a customers needs assessment and support plan utilizing the Homeless Executives Holistic Needs Assessment, PASS system and keep up to date case work records.
13. To work with the Customer in identifying the significant needs/behaviours in their life, to address the issues of difficulty that has contributed to the family being out of home.
14. To attend and contribute to meetings and reviews as required and follow up on decisions made
15. To implement the policies and procedures of the both the Project and Focus Ireland, inclusive of Health and Safety policy now and in any amendments in the future.
16. To attend team, sectional, divisional and any other organization meetings as required
17. To engage in supervision sessions on a regular basis with the Project or Team Leader
18. To participate in reflective practice
19. To participate in relevant training and development courses as agreed with your Project Leader
20. To undertake such other duties as might be reasonably assigned from time to time in consultation with the Project Leader.

## **Criteria : Project Worker (Intensive Care and Case Management)**

### **Essential Criteria**

- 2 years' experience of working with high need families **or** of working with adults experiencing homelessness.
- BA in Social Care or equivalent qualification.
- Experience of team working either in social care based or clinical disciplines.
- Report writing abilities
- Experience of working and liaising with other agencies
- Computer skills

### **Desirable Criteria**

- Understanding of issues pertinent to high need families with chronic child welfare issues and homelessness
- Experience of utilizing an intensive case management and family support model
- Experience of working with customers who have co-existing conditions

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