

### **Job Description**

<b>Title:</b>	Advice & Information Worker
<b>Reporting to:</b>	Project Leader
<b>Section:</b>	Cork
<b>Location:</b>	27 South Mall
<b>Primary Purpose:</b>	To work directly with people experiencing, or at risk of homelessness with a view to meeting their accommodation needs.

### **Key Responsibilities**

1. Work within the framework of the overall objectives of Focus Ireland.
2. To provide clear and precise information and advice on emergency accommodation, housing, Social Welfare and legal rights to people in need.
3. To refer and place people in emergency accommodation.
4. To undertake an assessment of people's personal and accommodation situation needs.
5. To advocate on people's behalf for housing, Social Welfare and other resources.
6. To refer people to external agencies which can more appropriately assist them with their personal, social, legal and accommodation needs.
7. To implement the existing policies and procedures of the project and of the Focus Ireland Agency.
8. To undertake any other responsibilities and duties as may be reasonably be assigned by your Manager or Divisional Head.
9. To engage in supervision sessions on a regular basis with the Project Leader.
10. To participate in relevant training and development courses.
11. To undertake such other duties as might be reasonably assigned from time to time in consultation with the Director of Services.

**Criteria:**

**Essential:**

- 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.
- Proven experience in carrying out case work including assessments and formulating care plans to assist people experiencing homelessness in securing suitable accommodation.
- Excellent communication skills with particular emphasis on written and verbal advocacy while being able to deal with vulnerable and marginalised groups in a very 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:**

- Social Care qualification or relevant other
- Previous experience of dealing with challenging behaviour

**Focus Ireland is an equal opportunities employer**