

JOB DESCRIPTION

Title: Housing First Intensive Case Manager Dual Diagnosis

Reporting to: Assistant Project Leader

Project: Housing First Intensive Case Management Service Limerick

Section: Focus Ireland

Primary Purpose: To work as part of the Focus Ireland Intensive Case Management Service to deliver a 'Housing First' approach to individuals experiencing long term homelessness across Limerick. The aim of the programme is to develop and improve wrap around health supports in 'housing first' tenancies and address the complex health needs of the 'housing first' participants in the areas of Mental Health and Addiction.

Overview of Duties and Responsibilities:

- To work to the principles and fidelity of housing first and to support the development and implementation of Genio Funded Housing First Project in Limerick
- Work within the framework of the overall objectives of the Limerick Housing First Intensive Case Management Service
- To work within the overall policies and procedures of the Limerick Housing First Service.
- 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.
- 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
- To undertake assessments and support planning with clients as the lead agent using the Care and Case management model
- To work a flexible rota as agreed with the Project Leader and providing out of hours On Call support to tenants.
- To accompany and provide support to clients on appointments to other services i.e. doctors, counsellors, etc.

- To work as part of a multi-disciplinary team and service, liaise with HSE Homeless Action Team Leader.
- To provide Advice, Information and Guidance as a prevention or in response to being out of home.
- To assist the tenants integrate their lives within their local community, providing support in accessing clinical, medical and other support services.
- To support tenants in developing life skills, seeking out education, training and employment opportunities if and where they so wish.
- To maintain an appropriate client caseload .
- To accompany and provide support to clients with appointments to other services, where appropriate.
- To be responsible for keeping up to date casework records, daily logs and written assessments. Inputting information on the Focus Ireland database and PASS.
- To work in close liaison and co-operation with other teams within Focus Ireland particularly the Housing First Tenancy Support Worker, and other Statutory and Voluntary Agencies as deemed appropriate
- To work to the service model and standards of best practice
- To attend Team, Section, Divisional, Agency and external meetings, including handovers, and training as required
- To supervise students or volunteers as requested by assigned supervisor or Project Leader
- To implement existing policies and procedures and to input into the development of new ones
- To plan, implement and evaluate the daily activities.
- To engage in supervision sessions on a regular basis with the Project Leader
- To participate in relevant training and development courses as agreed with your Project Leader
- To undertake such other duties as might be reasonably assigned from time to time in consultation with the Project Leader.

- 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

Key Responsibilities Mental Health and Addiction:

- To ensure housing first clients and potential clients receive appropriate and on-going health care in terms of their co-occurring mental health and substance use.
- To offer tailored one-to-one support in the areas of mental health and addiction.
- To facilitate groups to provide support to clients, appropriate to their needs and strengths and identified by need including development of peer support groups and service users groups.
- To ensure that clients are consulted with and involved in the operation of the project to the greatest practical extent
- To facilitate clients to access local health services
- Monitor and report on implementation progress as requested

Essential Criteria

- A recognised third level qualification (minimum Level 8) in social care, mental health nursing, psychology, addiction studies or a related field.
- Two years' experience of working with single homeless people, substance users, people experiencing poor mental health and/or other socially marginalised groups
- Experience of working with customers at risk
- Experience of team working
- Report writing abilities
- Experience of working and liaising with other agencies
- **Person needs to demonstrate**
 - Communication, interpersonal and report writing skills
 - Knowledge and understanding of Housing First and issues affecting people with complex mental health and addiction needs
 - Ability to plan and implement programmes
 - Flexibility