

Role Profile

Common Points for all Roles

Specific role profiles have been developed for each role in Cork Simon which outline the objective, key tasks, performance indicators and skills required. The Simon Community requires that any person who wishes to work, in any capacity, within the Community should also know and observe Cork Simon's values and practice including:

- Encourage community members to participate in the community
- Understand the empowerment model and implement it.
- Understand and observe Health and Safety standards and practices.
- Adhere to boundaries, respect confidentiality etc.
- Maintain Professional and Ethical standards of Practice
- Participate in the development and implementation of best practice community policy, practices, and procedures.
- Promote equal opportunity policies.
- Attend and be punctual when scheduled for attendance.
- Attend and participate in team and Community meetings.
- Attend and participate in Training
- Be flexible in providing cover in other community projects when the need arises.
- Be empathetic when dealing with people in personal crisis.
- Maintain good Self-Care and manage their time well.

Role Title: Project Worker (Maternity Cover)

Project: Youth Homeless Drugs Prevention Project

Objectives:

- Ensure YHDPP is responsive to the young people identified in the Cork Employment & Training Board (CETB) Service Requirement.
- Engagement with young people who are at risk of homelessness & diversion to alternative options where appropriate.
- Engagement with young people who are rough sleeping and residing in emergency accommodation & referral to appropriate housing/treatment options.
- Engagement with young people who have moved on from emergency accommodation to support them to sustain current accommodation.
- Engagement with young people who are homeless or at risk of homelessness and developing a care plan following an assessment of their needs in relation to physical health, mental health, accommodation, addiction issues, harm reduction, employment & training, meaningful use of time, financial issues, and social supports.

KEY TASKS:

Initial Contact:

- Liaise with the Outreach Team, the RSS and in the Housing Led Emergency Services to enable contact with young people who are rough sleeping/availing of Cork Simon's Emergency Accommodation
- On first contact identify initial need and support the young person in accessing appropriate services and supports by referring to the appropriate service

- When applicable, facilitate the provision of sleeping bags and basic necessities by working collaboratively with the Housing Led Emergency Services

Referral for Basic Services:

- Provide information on Cork Simon and other services available
- Refer young people to Cork Simon Day Services/Emergency Shelter/Housing Projects/Activities/Employment and Training Project and advocate on their behalf
- Refer to medical, mental health, addiction and treatment services and other services where appropriate
- Refer to Accommodation Placement Service to register as homeless and to City/County Council for Housing registration and assessment
- Advocate for and support young people in accessing accommodation, medical services, addiction services and supports, rights and entitlements
- Liaise and work collaboratively with other service providers and referring agencies

Befriending & Relationship Building:

- Building a relationship based on respect, trust, and acceptance by spending time with young people using the service, actively listening to them, and encouraging and facilitating change at a pace suitable to each young person
- Producing and providing information and access to health, education, training, employment, drug and alcohol services relevant to young people.
- Support young people in making positive choices about their lives
- Providing and co-ordinating social and recreational activities
- Supporting young people to access life skills and independent living skills

Involving people using services:

- Ensure a programme of social activities is organised by or with young people using services
- Ensure active participation by young people using services in the running of the project
- Ensure young people are involved in all decisions that affect them as much as possible

Assessment & Care Plan:

- Compile initial assessments (as required) on health and well-being, accommodation, supports, finance
- Provide case management and care planning according to protocols agreed CLADTF/Cork City/County Council, to young people who are homeless and/or using Cork Simon Community Services
- Complete comprehensive assessments and develop care plans based on identified needs in areas of physical and mental health, life skills, social skills, education/work addiction support, counselling, accommodation etc.
- Key work young people on the basis of agreed care plans with the express aim to move them out of homelessness as quickly as possible to appropriate housing and supports as required
- Encourage and support the young person in implementing agreed care plan
- Encourage accessing medical/mental health services, addiction, and counselling as appropriate
- Provide assistance in form filling, medical card and welfare benefits, housing applications etc.
- Act as an advocate when appropriate
- Link and mediate with young people and their families as appropriate.
- Monthly or regular review of care plans and outcomes management tool with the young person
- Monitor any relevant drinking and drug use patterns with the young person and revise harm reduction programme and care plans to identify areas for improvement
- Complete review of care plans every six months (or as agreed with the young person), progress made etc. and identify next steps for the young person including potential to move on to reintegrate with family, independent living or supported housing options

- Where applicable, encouraging young people, (rough sleepers, residents, and tenants) to manage their own medication
- Where applicable, managing the young person's medication with them if they are unable to do so themselves

Teamwork:

- Work as part of the Recovery Focused Housing and Supports Team and the Specialist Housing and Supported Services Case Management Team; liaise with the Rapid Rehousing and Tenancy Sustainment team, Housing Led Emergency Services and Housing First teams as appropriate
- Work with other Cork Simon services and external agencies according to current case management protocols
- Provide cover to other Cork Simon Community projects where necessary
- Support the development of best practice for the project
- Work to best practice standards and guidelines in line with the National Quality Standards Framework
- Participate in relevant meetings, briefings, debriefings, handovers etc.
- Debrief at the end of each shift
- Support student placement, part time and Full-Time volunteers as appropriate
- Liaise with Employment & Training Coordinator re: external placements, education, training, work placement and employment options
- Liaise with Employment & Training Coordinator re: external placements, education, training, work placement and employment options with Volunteer Co-ordinator on part time and full-time volunteers and student placements
- Network with external agencies and services working with young people
- Participating in/facilitating support groups/activities as deemed appropriate by line manager
- Carry out any other appropriate work as requested by the line manager

Neighbours/Local Community:

- Maintain good relationships with neighbours and the local community
- Work pro-actively to identify any issues that may pose problems for young people and residents using services, neighbours and the community and work preventatively to address the issues
- Encourage involvement by neighbours and members of the local community in supporting the project
- Actively encourage local people to volunteer and support the project (liaise with Volunteer Co-ordinator)
- Ensure young people, residents and service users are aware of their obligation to be good neighbours and members of the local community

Admin / Finance / Record Keeping:

- Generate and maintain high quality statistics
- Produce reports as required by funding bodies and supervisor and/or line manager
- Undertake cash handling, account for petty cash, any money spent, donations received, receipts, rents etc.
- Where applicable, handle young person's, residents'/service users' money where appropriate and record all transactions
- Maintain proper records on PASS and on InForm, service participants' files and up to date records and assessments
- Ensure compliance with the General Data Protection Regulation

Health & Safety:

- Staff must make themselves aware of health & safety policies affecting the workplace and comply with regulations regarding safe practices and the use of safety equipment.

- Comply with no smoking rules, use of protective clothing, glasses, gloves, or footwear etc.
- Comply with all health & safety standards and work with due regard their own safety and the safety of others.
- Participate in courses pertaining to health & safety and manual handling and other priority training.

Fire Safety:

- As far as is practicable, be responsible for safety and security of young people, residents, volunteers, and staff.
- Participate in regular fire drills and be fully aware of evacuation plans, positioning of fire-fighting equipment, etc.
- Carry out daily fire equipment checks to ensure that fire and safety equipment is in good working order and make the Team Leader/Manager aware of any repairs and/or replacement needed for such equipment.

Personal Development:

- Participate in the supervision process and implement the Individual Learning Plan developed with the supervisor

Key Performance Indicators:

- Young person, Resident, Tenant, Service Participant user feedback and participation
- Level of successful outcomes for young people using the service, rapid move on from homelessness, contact with family
- Positive engagement by young people with Cork Simon and other services
- Improvement in health and well being of young people
- Numbers engaging with addiction services, education, training, employment, and other supports
- Implementation of harm reduction programmes and positive outcomes
- Effective teamwork in community and with external agencies
- Programme of social, recreational, educational, and work activities
- Critical incidents managed successfully
- Accuracy of records, reports, assessments and statistics and referrals
- Quality of reports produced for funding Organisation
- Quality of key working and implementation of care plans
- Quality of assessments
- Quality of information produced and provided
- Flexibility
- Boundaries managed effectively
- Adherence to confidentiality
- Maintain high standards of health and safety
- Fire, health and hygiene and safety procedures followed
- High standard of environment and maintenance
- Managing time and workload
- Managing self-care
- Positive engagement in supervision and appraisal process
- Implementation of own Individual Learning Plan as agreed with supervisor

Supervisor: Recovery Focused Housing and Supports Team Leader

PERSONAL SPECIFICATION

Specification	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> ▪ Causes and impact of Homelessness, social deprivation on young people 	<ul style="list-style-type: none"> ▪ Relevant legislation & Policy e.g., Freedom of Information Act
	<ul style="list-style-type: none"> ▪ Good Care Practice including: ▪ Assessment & care planning ▪ Key working & case management ▪ NQSF ▪ Data Protection (incl. GDPR) 	<ul style="list-style-type: none"> ▪ Children First Act 2015 and associated national guidelines
	<ul style="list-style-type: none"> ▪ Models of addiction and approaches, including harm reduction, services available etc, 	<ul style="list-style-type: none"> ▪ Mental Health Act 2001 and subsequent
	<ul style="list-style-type: none"> ▪ Confidentiality 	
	<ul style="list-style-type: none"> ▪ Excellent boundaries 	
	<ul style="list-style-type: none"> ▪ An understanding of the challenges affecting people suffering with mental ill health 	
	<ul style="list-style-type: none"> ▪ Non-judgemental approach 	
	<ul style="list-style-type: none"> ▪ Trauma awareness 	
	<ul style="list-style-type: none"> ▪ Needs/client/housing led 	
	<ul style="list-style-type: none"> ▪ Health & Safety 	
	<ul style="list-style-type: none"> ▪ Social welfare entitlements 	
	<ul style="list-style-type: none"> ▪ Challenges facing young people out of home 	
	<ul style="list-style-type: none"> ▪ Benefits & services available to young people 	
	<ul style="list-style-type: none"> ▪ Local areas used by rough sleepers 	
Skills	<ul style="list-style-type: none"> ▪ High Level of Communication & Interpersonal 	
	<ul style="list-style-type: none"> ▪ Listening 	
	<ul style="list-style-type: none"> ▪ Numeric 	
	<ul style="list-style-type: none"> ▪ Record Keeping / Report Writing 	
	<ul style="list-style-type: none"> ▪ Problem solving/decision making 	
	<ul style="list-style-type: none"> ▪ Time and workload management; ability to manage a caseload 	
	<ul style="list-style-type: none"> ▪ Assessment, Care planning & Key working 	
	<ul style="list-style-type: none"> ▪ Working with challenging behaviour 	
	<ul style="list-style-type: none"> ▪ IT Skills: word processing, spreadsheets, databases, generating statistics 	<ul style="list-style-type: none"> ▪ PASS/InForm systems
	<ul style="list-style-type: none"> ▪ Interview/Assessment 	
	<ul style="list-style-type: none"> ▪ Advocacy 	
	<ul style="list-style-type: none"> ▪ Developing rapport with residents 	
	<ul style="list-style-type: none"> ▪ Conflict resolution/Negotiation 	
	<ul style="list-style-type: none"> ▪ Motivational 	

Ability	<ul style="list-style-type: none"> ▪ To work under pressure 	
	<ul style="list-style-type: none"> ▪ To work as part of a team 	
	<ul style="list-style-type: none"> ▪ To meet targets and deadlines 	
	<ul style="list-style-type: none"> ▪ To work on own initiative 	
	<ul style="list-style-type: none"> ▪ To liaise with statutory / voluntary sector agencies and make appropriate referrals 	
	<ul style="list-style-type: none"> ▪ To work with rough sleepers/homeless young people on the street, in emergency accommodation, independent apartments 	
	<ul style="list-style-type: none"> ▪ To motivate, facilitate & empower people 	
	<ul style="list-style-type: none"> ▪ To empathise 	
	<ul style="list-style-type: none"> ▪ To connect with young people 	
	<ul style="list-style-type: none"> ▪ To take direction 	
	<ul style="list-style-type: none"> ▪ To prioritise 	
	<ul style="list-style-type: none"> ▪ Self-care 	
Experience	<ul style="list-style-type: none"> ▪ Working with & empowering homeless young people (Female and male) 	<ul style="list-style-type: none"> ▪ Working with families in a support capacity
	<ul style="list-style-type: none"> ▪ Working with addictions: young people using drugs & alcohol 	<ul style="list-style-type: none"> ▪ Working with young people with mental health issues
	<ul style="list-style-type: none"> ▪ Previous experience in care setting 	
	<ul style="list-style-type: none"> ▪ Working in voluntary/community sector 	<ul style="list-style-type: none"> ▪ Previous experience of voluntary / statutory agencies working with other marginalized groups e.g., prisoners, ex-prisoners, care-leavers, travellers, sex workers
	<ul style="list-style-type: none"> ▪ Networking and sourcing resources suitable for young people 	<ul style="list-style-type: none"> ▪ Working with people with complex physical, psychological, mental health and emotional needs
	<ul style="list-style-type: none"> ▪ Organising educational, social, recreational, and work-related activities for young people 	<ul style="list-style-type: none"> ▪ Working in a psychologically informed environment (PIE)
	<ul style="list-style-type: none"> ▪ Producing written information, booklets etc. suitable for young people 	
Qualifications	<ul style="list-style-type: none"> ▪ Relevant third level qualification 	<ul style="list-style-type: none"> ▪ Certificate in Addiction Studies (MQI, Arbour House or equivalent)
	<ul style="list-style-type: none"> ▪ First Aid Training 	<ul style="list-style-type: none"> ▪ Housing First Training
		<ul style="list-style-type: none"> ▪ Training in mental health issues
		<ul style="list-style-type: none"> ▪ Training in case management/key working
		<ul style="list-style-type: none"> ▪ Health Promotion/sexual health
		<ul style="list-style-type: none"> ▪ Safer Injecting Training

		<ul style="list-style-type: none"> ▪ Suicide Prevention/Assist
		<ul style="list-style-type: none"> ▪ Full clean driving licence and access to a car
		<ul style="list-style-type: none"> ▪ Relevant third level qualification
Personal Attributes	<ul style="list-style-type: none"> ▪ Personal belief in rights-based housing provision, recovery orientation, Cork Simon's ethos and the Housing First approach 	
	<ul style="list-style-type: none"> ▪ Non-judgemental understanding of addiction 	
	<ul style="list-style-type: none"> ▪ Belief in the potential of recovery for people of diverse backgrounds, challenges, and personal circumstances 	
	<ul style="list-style-type: none"> ▪ Creative problem solver 	
	<ul style="list-style-type: none"> ▪ Assured manner 	
	<ul style="list-style-type: none"> ▪ Honesty and trustworthiness 	
	<ul style="list-style-type: none"> ▪ Integrity 	
	<ul style="list-style-type: none"> ▪ Flexible to working environment 	
	<ul style="list-style-type: none"> ▪ Sensitive 	
	<ul style="list-style-type: none"> ▪ Patient 	
	<ul style="list-style-type: none"> ▪ High tolerance level 	
	<ul style="list-style-type: none"> ▪ Mature approach 	
	<ul style="list-style-type: none"> ▪ Team player 	
	<ul style="list-style-type: none"> ▪ Excellent work ethic 	

Additional Information

Job title	Acting Youth Homeless Drugs Prevention Project Worker
Vacancy	Six month fixed term contract with possibility of extension
Location	Will work in various locations around Cork City
Working Hours / Days per Week	39 hours per week, Monday to Friday, including public holidays.
Breaks	Daily unpaid break(s) of 60 minutes in total
Salary	€34,130 per annum (pro rata for 6 month contract)
Annual Leave	5 weeks annual leave pro rata
Public Holiday	Double time – where applicable
Closing Date:	Wednesday, 1 st May 2024 at 5pm.