



Support Worker

Cloyne Diocesan
Youth and Community Services
North Cork

JOB DESCRIPTION

Title of Post:	Support Worker
Location:	North Cork
Reports to:	CCA Project Line Manager
Main Purpose of the Role	The purpose of a support worker is to provide intense one to one supports to individual young people and families to prevent being placed in residential care and/or to support them to re-enter the community and family environment.
Essential Qualifications / Experience:	<ul style="list-style-type: none"> • Minimum 3rd Level Degree in youth work / social work or related field. • Will have at least 2 years' experience in youth and/or community services/family support services. • Demonstrable Evidence of case management experience and working creatively in partnership with Tusla. • Experience of working in a targeted manner with young people and families. • Experience of working in a community setting with issues such as alcohol and drug misuse, behavioural challenges, low motivation and low engagement. <p>Must be able to evidence skills in:</p> <ul style="list-style-type: none"> • Service planning, evaluation and report writing. • A high degree of problem solving and motivation. • Intensive one to one support and Case management. • Ability to use own initiative. • Develop and contribute to organisational culture. • Experience of using strong interpersonal skills (written and oral) across a diverse and wide audience. • Work from a strengths-based perspective to carry out day to day work with the young person and their family, addressing their needs as outlined by the Social Workers and Tusla. • To build positive working relationships with key people in the young person's life to aid the work; - e.g. social worker, teacher, JLO etc.

Job Summary

The provision of one to one interventions and supports to young people and family members in a community setting.

Principle Role and Responsibilities

1. To operate to CDYS Core Values:
 - a. Young people and communities at the heart of everything we do.
 - b. Concern for the young person's development, personal, social, educational and spiritual.
 - c. Commitment to partnership with young people, volunteers, communities, families and funders.
 - d. Upholding quality standards of integrity and professionalism.
2. To participate fully and work effectively within the CDYS staff team.
3. To provide support, motivation and guidance to individual young people at risk of entering into the residential care system.
4. Provide support to families whose young people are at risk of entering into the residential care system.
5. To work in partnership with Social Workers and Tusla to deliver care plans and specific supports to individual young people and families as agreed.
6. To be flexible and proactive in engaging with social, educational and peer supports in the community for the wellbeing of young people and families.
7. To keep adequate case notes and records while providing appropriate reports where required.
8. To work to and within all policy and procedural frameworks within CDYS.
9. To ensure that all professional standards and practices are adhered to and implemented in daily work.
10. To contribute to the learning and development of this role, project and initiative.
11. To contribute to cultural and team cohesion across a diverse range of CDYS youth and community services.
12. Any other reasonable duties relevant to the post assigned by the Chief Executive.

Person Specification

Essential Criteria

- 3rd Level Degree in youth work, social work or related field.
- Will have at least 2 years' experience in youth and/or community services/family support services.
- Demonstrable Evidence of case management experience and working creatively in partnership with Tusla.
- Experience of working in a targeted manner with young people and families.
- Experience of working in a community setting with issues such as alcohol and drug misuse, behavioural challenges, low motivation and low engagement.

Must be able to evidence skills in:

- Service planning, evaluation and report writing.
- A high degree of problem solving and motivation.
- Intensive one to one support and Case management.
- Ability to use own initiative.
- Develop and contribute to organisational culture.
- Experience of using strong interpersonal skills (written and oral) across a diverse and wide audience.

- Work from a strengths-based perspective to carry out day to day work with the young person and their family, addressing their needs as outlined by the Social Workers and Tusla.
- To build positive working relationships with key people in the young person's life to aid the work; - e.g. social worker, teacher, JLO etc.
- Experience of having worked within multiple time demands and deadlines, exercising judgement on time management & level of attention to detail.
- Analytical skills with the capacity to absorb/organise new information to ensure well briefed on new topics.
- Comfortable taking decisions within a clear framework of delegation.
- Must be enthusiastic, flexible and committed. Must be able to demonstrate a high level of leadership, initiative and be a fluent communicator in both written and spoken word.
- Demonstrable experience in a similar role is essential.

Core Competencies

- **Change Orientation:** Ability to work flexibly in a changing environment.
- **Continuous Development:** Drive to achieve excellence and continuously develop oneself, one's team, the organisation and the Young People on the Programme through learning and knowledge sharing.
- **Valuing Diversity:** Openness to working effectively with diverse ideas and people.
- **Organisation Commitment:** Meets the standards of behaviour and professionalism required to operate effectively in CDYS.
- **Analytical Thinking & Decision Making:** Think logically, analyse complex information, identify key issues and make effective decisions, taking accountability for decisions made.
- **Communication & Interpersonal Skills:** Conveying information clearly in both oral and written form, effectively communicating one's views by negotiating and influencing others at all levels.
- **Resilience:** Demonstrating the confidence and ability necessary to cope with challenging situations.
- **Task Management:** Ability to prioritise and manage tasks effectively so as to deliver required outcomes to agreed standard.
- **Team Work:** Ability to work effectively & co-operatively as part of a team and demonstrating commitment towards team goals.
- **Management:** Ability to work in a fair and objective manner consistent with the values and ethos of CDYS.

Health

A candidate for and any person holding office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

Character

Each candidate for and any person holding the office must be of good character.

Other

Car Owner with full clean driver's license.

Requirements of all CDYS Staff:

Commitment to the purpose of CDYS and to work within the values, policies and procedures of the organisation and in the context of current legislation and regulations

To report any area of concern to your line manager in a timely fashion

To show flexibility in relation to hours of attendance to meeting the need of the work

Have a flexible approach to the work in response to organisational change, development and review of best practice.

Identify training needs through your supervision and participate in training opportunities appropriate to the role.

To be vigilant to any Health, Safety and Welfare risks in the workplace and bring any concerns to your line manager or Health & Safety representative.

To undertake other duties as may be requested by the line manager from time to time.

To undertake your work in a manner that is friendly, flexible and professional.

Terms & Conditions of Employment

Tenure	Fixed Term Contract of one year initially
Working Hours	39 hours per week
Remuneration	€39,748
Other	Own car required and full clean driving licence

