

Anew Support Services: Social Care Worker **(<https://www.activelink.ie/node/103216>)**



Anew Support Services CLG

Job Title: Social Care Worker for Day Services and Outreach

Reporting to: Senior Service Manager

Location: Based in Anew's Centre in Dublin 2 with some travel. With one day per week remote working.

Full Time: 35 hrs/wk plus "on call" duties

Overview of Anew

Anew provides practical and emotional support to pregnant women and new mothers who are experiencing or at risk of homelessness. Our service is unique, offering temporary accommodation with a range of specialised interventions and supports to improve pre- and post-natal outcomes for women, as well as working towards long-term homes. We provide Accommodation in North Dublin, and Day Services/Outreach in Dublin.

Anew's Values

- We take personal responsibility for using our resources efficiently, achieving measurable results, and being accountable to supporters, partners and, most of all, the women, children, and families who we work with.
- We bring out the potential in people including our staff and the women and families that we work with. We think, feel, listen, see, and understand with those who use our services.
- We strive for excellence in all that we do, it should be more than "just good enough". Our service should be excellent because everyone deserves it.
- We provide a safe non-judgemental place for the women and families who use our services. We reassure, respect, and provide an environment of trust.

Anew's Approach

Our approach is an evidence-informed style of work that recognises the importance of relationships in delivering support services to families. In line with Tusla's "National Guidance and Local Implementation, Investing in Families; Supporting Parents to improve Outcomes for Children (2013)".

Anew Social Care Workers support the women to build on existing strengths and support positive parenting through:

- Intense person-centred key working on one-to-one basis.
- Evidence-based support planning in collaboration with service users.
- Education around life skills – pregnancy and baby care, budgeting, relationships, cooking.
- Support with physical and mental health – including engagement with to Peri-natal Mental Health Services.
- Bespoke programmes for women with children in care.
- Peer support programmes.
- Close liaison with other relevant professionals and stakeholders such as Public Health Nurses, Tusla Social Workers, Local Authorities, and other housing bodies.
- Engagement with Anew's Housing Officer around housing entitlements and placements.

Social Care Worker Role for Day Services and Outreach

The primary purpose of the role is to provide intensive support to pregnant women and new mothers experiencing homelessness in our Day Services in Dublin 2 and via Outreach in the Dublin area. A flexible approach is needed around hours of work to ensure the needs of the organisation are met and the post holder is required to be "on call" occasionally.

The post holder will have responsibility for the Day Services and associated Outreach work as follows:

Day Services

Working closely with Anew's Senior Service Manager and Team Leader the post holder will ensure the efficient and safe functioning of Anew's Centre in Dublin 2 and ensure efficient and effective programme delivery in the Centre. As part of this, the post holder will provide practical and emotional support through intensive key working, delivery of programmes and through projects related to issues such as domestic abuse, addiction, physical and mental health which are faced by many of the women.

Outreach

The post holder will be required to work in other locations such as Family Hubs and other Emergency Accommodation delivering Anew's bespoke programmes to pregnant women and new mothers.

Client work

- Prepare and implement individualised and holistic support plans for pregnant women and new mothers experiencing or at risk of homelessness.
- Prepare risk assessments for the women and babies that use the services of Anew.
- Engage in regular case management meetings using best practice.
- Provision of practical support and advice to new mothers to develop skills to meet their babies needs on an ongoing basis e.g., budgeting, baby care, hygiene, nutrition etc.
- Liaise with the Housing and Information Officer in relation to issues relating to access to entitlements and housing issues.
- Act as an advocate for the women and babies.
- Network with other relevant agencies in consultation with the Team Leader and Manager to ensure an integrated approach to presenting needs.
- Be vigilant for signs or concerns of physical, sexual and emotional abuse and neglect regarding the welfare of children and immediately bring any concerns to the attention of the Designated Liaison Person.
- Assist with the delivery of programmes and projects throughout the service.
- Use the Outcome Star to monitor progress and effectiveness of the service.

Teamwork

- Work within a team centred consistent approach.
- Develop and implement shift planning.
- Ensure consistency and follow through on interventions between shifts.
- Provide accurate and precise information at handover and team meetings.
- Support other staff with follow through on resident's support plans.
- Provide verbal and written feedback on the progress of the mother and baby as required.

Health and Safety (specifically for Anew's Centre in Dublin 2)

- The role includes responsibility for Health and Safety of the Centre and ensuring Health and Safety awareness amongst staff, service users and visitors.
- As the Lead Person ensure Anew's Centre adheres to all relevant Health and Safety policies and legislation and that any security measures for the Centre and its contents are operated as appropriate.
- Monitor health and safety, and maintenance in the Centre and report any issues to management as appropriate.
- Be familiar with emergency procedures and know who to contact in an emergency.

Training & Professional Development

- Participate in regular professional supervision.
- Participate in further training and development as required.
- Be responsible for self-health and wellbeing in order to carry out the duties of the role.

Administration and Accountability

- Maintain detailed records of Outcomes and ensure client notes, Care Plans, and all electronic and paper files are kept up to date in accordance with Anew's policy.
- Compile and coordinate statistics relating to Key Performance Indicators through the use of PASS, Outcome Star, online and internal systems.
- Contribute to the on-going development of the service in keeping with good practice and Anew's objectives.
- Assist in the administration and day to day operation of the service.
- Participate in team meetings and report to the Team Leader/Services Manager on matters affecting the delivery of service.
- Be accountable for any money spent on behalf of Anew.
- Be punctual and precise in maintaining time sheets.
- Perform any other duties that may be assigned from time to time.
- Collection of accommodation charge from clients and the maintenance of financial records on income and expenditure related to Anew's accommodation.
- Housing eligibility, HAP, other accommodation options and tenancy sustainment.

Requirements for the Role

Personal attributes

- Commitment to the delivery of a quality service to pregnant women and new mothers experiencing homelessness.
- Ability to act on own initiative and consult where appropriate.
- Excellent organisational skills.
- Ability to work under pressure and to make decisions in consultation with line manager when appropriate.
- To be committed to adhering to best practice in work and be innovative and open to change.
- Ability to form objective relationships with this client group, colleagues and other agencies.

Qualifications and Experience

- A minimum Level 7 qualification in social care/youth work, addiction studies or related field is required.
- Experience managing and delivering small programmes and projects is a requirement of this role.
- Good IT skills and proficient in Microsoft Office is required.
- Experience working with women in a social care service, residential care and/or homeless services is desirable.
- Ability to produce reports and deliver presentations is an advantage.
- Experience working with pregnant women and new mothers is an advantage.

Terms and Conditions

- Full-time role is based on a 35-hour week, with one day per week remote.
- There is a probationary period of six months.
- Salary: DOE and as part of Anew's Pay Scale.
- This post is dependent on the ongoing provision of resources from Anew's funders.
- Anew is an equal opportunity employer.
- On-Call is a requirement of the role based on one week in six.

Application Process

If you are interested in applying for this position, please email a cover letter and a copy of your CV to grainne.bollard@anew.ie (mailto:danielle.gannon@anew.ie) before the **closing date of 5pm on Monday, 4th October 2023**. Please ensure to include **'Application for Social Care Worker - Day**

Services and Outreach' in the subject line of your email.

Please note that a panel will be formed for a waiting list of candidates for any future vacancies that become available in the organisation.

Region

Dublin 2 / Hybrid

Date Entered/Updated

18th Sep, 2023

Expiry Date

4th Oct, 2023

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