

Crosscare: Housing Case Worker - Family Hub, Drumcondra **(<https://www.activelink.ie/node/115856>)**



Housing Case Worker

The Employer:

Crosscare delivers services with a servant leadership ethos. Crosscare's Homeless, Youth, Information and Advocacy Teams support those most in need with Love, Respect and Excellence. Crosscare exists to support individual and families when they face difficult challenges in life and when they find it hard to get the help they need. Crosscare focuses on helping people when they need it most or when they can't find support anywhere else.

Location: Family Hub, Drumcondra

Work Schedule: Full Time 38.5 Hours per week, 7 day rota (including evening & weekends – Days)

Contract: Full Time Permanent

Salary: €32,574- €45,795 DOE

Reporting to: Manager / Deputy Manager

The Role: Housing Case Worker

General Responsibilities:

- Admit residents/families to the service, ensuring he/she is provided with a full induction and welcome
- Complete a comprehensive assessment where required with an allocated case load of residents & to identify each individuals/families appropriate housing option.
- Provide support to residents to establish tenancies by assisting them to identify suitable properties. This may include tasks such as searching relevant press publications and websites, contacting and visiting landlords and letting agencies.
- Arrange and accompany residents/families to viewings of properties and support them in negotiating with landlords where appropriate. This will include ensuring that the property meets safety standards and is well maintained.
- Assist residents & families to understand and complete their Housing Assistance Payment (HAP)
- Assist residents & families to fully understand the conditions of their tenancy agreement and agreeing rents with landlords prior to taking up a tenancy.
- Accompany the residents/families to the tenancy signing
- Refer each client to appropriate tenancy sustainment programmes e.g. CLAN, Sli, Hail etc.
- Have comprehensive knowledge of local facilities and support groups and to liaise with the key working team and broad range of external service providers including HSE, DCC, CPS, DOSP Community support groups, DRHE and other key stakeholders.
- To identify blocks and barriers to residents, accessing suitable housing options and report on these as requested. Also to highlight external policies issues as they arise.
- To keep detailed records of outcomes and numbers of individuals resettled as we are a target-based service.
- To work effectively as part of a team and being open to reasonable requests from Project Leader/Deputy Project leader/key workers in order to ensure effective working relationships.
- To cover the floor as required.

Qualification Required & Experience Required

Education Requirements:

- Minimum Level 7 **Degree (not component)** Qualification awarded by the National Qualifications Framework (NQF) QQI e.g. Social Care, Social Studies, Social Policy, Social Science
Or

- Addiction Studies (full degree only),
Or
- Professional Diploma in Housing studies (level 8 awarded by IPA).
Or
- **5 years employment in a directly transferable post** plus DCU Homeless Intervention & Prevention course or DCU Care & Case Mgmt course.
Or
- **5 years employment in a directly transferable post** plus Level 7 or 8 Addiction Studies component course **and** demonstrable professional development training as detailed below:
 - TCI, Mental Health, First Aid/CPR/AED, PASS, Counselling, Motivational interviewing, ASIS &, HNA/ Case Management

Experience

- *External candidates - A minimum of 1 year working in the area of homelessness & housing*
Internal Candidates - A minimum of 6 months relevant employment working in Crosscare homeless services.

Personal Skills:

- Good time Management and organisation skills
- Knowledge of Rebuilding Ireland, Pathways to Home, HAP, Rent Supplement & HNAs.
- *Ability to work on a roster that includes evening and weekend work in a residential setting.*
- *Awareness of the issues arising for residents/families moving into their own independent tenancy.*
- *Experience of managing complex and challenging situation in a client based service.*
- Knowledge of Children's First & Child Protection

Benefits:

- Competitive salaries
- Generous annual leave
- Additional leave for long service
- Training and Development Programmes
- Employee Assistance Programme
- Digital Doctor Service
- Competitive pension plan
- Bike to Work Scheme

In Crosscare, we approach our work with an attitude of service, showing love, care and kindness in all interactions with others. We treat people with a level of respect they will remember long after our service and support have been received. We strive for excellence in everything we do. Our clients, young people and service users deserve it.

Detailed information on all aspects of our work is available a www.crosscare.ie (<http://www.crosscare.ie/>)

Application Process:

To apply, please upload a comprehensive CV and letter of application (one document) detailing your suitability for the role to the link provided.

Closing date for applications is 13.06.25

[Apply now \(https://login.hirelocker.com/crosscare/Apply/32192?companyId=5184\)](https://login.hirelocker.com/crosscare/Apply/32192?companyId=5184)

Crosscare is an equal opportunities employer.

Garda Vetting will apply to this role.

By submitting your application you agree with Crosscare Privacy Policy.

Region

Drumcondra, Dublin 9

Date Entered/Updated

27th May, 2025

Expiry Date

13th Jun, 2025

Source URL: <https://www.activelink.ie/vacancies/community/115856-crosscare-housing-case-worker-family-hub-drumcondra>