

## **Crosscare: Information & Advocacy Officer** **(<https://www.activelink.ie/node/115861>)**



### **Information & Advocacy Officer**

#### **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.

*Crosscare Refugee Service* works with refugees, family members of refugees, programme refugees, people with subsidiary protection and leave to remain, international protection applicants and naturalised Irish citizens. We provide culturally sensitive information, advice, and support on a range of issues, including health and well-being, homelessness, housing and social welfare.

<https://crosscare.ie/services/migrants-refugees-emigrants/> (<https://crosscare.ie/services/migrants-refugees-emigrants/>)

**Location:** Crosscare Refugee Service, 2 St Mary's Place North, Dublin 7.

**Work Schedule:** Full time role. Monday to Friday, 9 – 5pm. Minimum 60-80% of working week required in-person in our offices, with some out of hours work anticipated.

**Contract:** Fixed term for 9 months; start date mid-August 2025

**Salary and Leave:** €36,879 per annum (point 4 point salary scale). 20 days annual leave, additional days off at Christmas

**Reporting to:** Project Manager

#### **The Role:**

Providing information and advocacy support behalf of clients in the areas of homelessness & housing supports, social protection, refugee / immigration system and health.

#### **Responsibilities:**

##### **Client Support**

- Lead on direct client support - including information provision, guidance, advice and advocacy support
- Respond to client queries and make appropriate referrals
- Advocate in relation to clients' needs with third parties, particularly with regard to housing/homeless services
- Engage with stakeholders for case collaboration and referral purposes
- Develop client information resources and training material as required, participating in public and peer information sessions
- Maintain up-to-date client records
- Monitor and track client trends and issues to contribute to social policy development and inform communications activities
- Ensure all clients are treated with dignity, respect and in a professional manner

##### **Project Level**

- Working as part of a team, engaging in team meetings, supervision, review and planning sessions
- Promoting positive working relationships with external organisations
- Maintaining Crosscare confidentiality at all times, following policies and procedures, and data protection legislation

- Other duties as deemed necessary by the Project Leader

## Organisational

- Ensure alignment with Crosscare's core organisation mission and values
- Maintain Crosscare confidentiality at all times, following policies and procedures, and data protection legislation

## Requirements:

### Essential

- Degree or post-graduate qualification in social sciences or equivalent
- Fluent English and high literacy skills
- Commitment to social justice and a human rights based approach

### Desirable

- Experience of working on a one-to-one basis, providing information and advocating on behalf of clients
- Case management experience (ability to manage a varied caseload, and to prioritise and effectively manage urgent cases as they present)
- Experience of working in housing support and homeless prevention
- Practical knowledge of access to statutory supports such as social welfare & housing/homeless systems

### Personal attributes

- Strong organisational and time-management skills
- Excellent social, communication (verbal and written) and interpersonal skills
- Motivation, resilience and ability to work on own initiative
- Interested in learning and working collaboratively
- IT Skills (MS Office and Zoom essential, experience in database use desirable)
- Commitment to social justice and a human rights based approach

## Benefits:

- 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 at [www.crosscare.ie](http://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 10am on Monday 16th June 2025**

*NOTE: It is anticipated that interviews will take place last week of June, with start date of mid-August*

**[Apply now \(https://login.hirelocker.com/crosscare/Apply/32197?companyId=5184\)](https://login.hirelocker.com/crosscare/Apply/32197?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**

Dublin 7

**Date Entered/Updated**

27th May, 2025

**Expiry Date**

16th Jun, 2025

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**Source URL:** <https://www.activelink.ie/vacancies/civil-liberties-human-rights/115861-crosscare-information-advocacy-officer>