

Crosscare: Housing Team Leader - Family Hub, Drumcondra **(<https://www.activelink.ie/node/115925>)**



Position: Housing Team Leader

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: 38.5hrs per week

Contract: Full Time Permanent, pending probation.

Salary: €40,189- €53,335

Reporting to: Manager/ Deputy Manager

Key Responsibilities:

The person:

- Working on own initiative, demonstrating accountability and responsibility;
- Being an effective role model for all staff;
- Being supportive and open to change, providing leadership and direction throughout any change process;
- Identifying and promoting best practice and being committed to always act in accordance with Crosscare's policies and procedures;
- Committed to Crosscare's Servant Leadership approach and the values of love, respect and excellence

Housing and Case Management

- Take the lead with the HCW's to Secure the appropriate housing option for each family and assist their move into the tenancy.
- To establish relationship with letting agents, landlords, local authorities and other established links in order to better support the client
- Ensuring that team members are implementing the case management system, from referral stage to disengagement, including assessment, orientation, relationship management, development of individual plans and transition planning;
- Liaise with Community Welfare Services re grants and provide settlement support until appropriate supports are put in place
- 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 TUSLA, DCC, SDCC, FCC, AHB's, CPS, DOSP Community support groups, DRHE and other key stakeholders.
- Advocate for families to ensure they are eligible for all rental and social welfare supports they are entitled to in relation to their housing move on.
- To advocate on behalf of families and reduce resistance to resettlement of people experiencing homelessness within the community.
- To identify blocks and barriers to families. Accessing suitable housing options and report on these as requested. Also to highlight external policies issues as they arise.

- Accompany families to viewings and negotiate tenancy with Landlords.
- To keep detailed records of outcomes and numbers of individuals resettled as we are a target based service.
- To provide written reports on any aspect of the service as requested.

Staff and House Keeping:

- Working rostered hours to suit the efficient functioning of the service and the adequate support of day and night staff
- Carry out duties within the Project, including floor cover for the delivery of our residential service.
- Providing coaching and supervision for both day and night staff as required
- Helping to review Policies & Procedures on an ongoing basis and assisting the management team in drawing up any new Policies required for the safe & efficient running of the project;
- Ensuring the efficient and safe functioning of the service taking into account up-to-date Health & Safety regulations and ensuring sufficient Health & Safety awareness amongst staff;
- Reports – ensuring Daily Handover is communicated properly and efficiently daily. Reporting on residents is completed daily and sent to relevant parties;
- Time Keeping – following up on any lates/absences with staff member;
- Helping with rostering of staff shifts and catering for planned absence (e.g. Annual Leave) and Unplanned absence (e.g. Sick Leave);
- Ensuring client notes, Care Plans, and all electronic and paper files are kept in accordance with Crosscare's GDPR Policy on holding information about resident;
- Ensuring the PASS system and statistics are updated daily;
- working an on-call system
- Supporting the management team as required;
- Assisting with recruitment process where required;
- Assisting management with any disciplinary, grievance issues in line with Crosscare policy;
- Any other reasonable duties as required by the Project Leader.

Qualification Required & Experience Required

Education Requirements:

- A relevant third level degree qualification (Level 7) in the area of Social Care, Social Policy, Addiction Studies, Social Science, Housing & Welfare or equivalent is essential;
- Child Protection Training
- Knowledge of current Housing Policies and Framework
- Knowledge of the National Quality Standards Framework.

Experience

- A minimum of 3 years' experience within a social care or settlement role

Desirable

- Professional Qualification e.g. ICSH/CIH membership
- Practical knowledge and/or experience of supervising staff
- Knowledge of Signs of Safety in accordance with TUSLA
- Work experience and employment in homeless services, addiction services residential services, community and/or the youth work sector.

Additional Training:

- Addiction
- Mental health
- TCI
- First Aid, CPR, AED
- ASIST
- Case Management
- Supervision
- CISM

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.

Crosscare is registered with the Charities Regulator (RCN: 20169084) and the Revenue Commissioners (CHY-6262) Crosscare is the Social Care Agency of the Archdiocese of Dublin.

Detailed information on all aspects of our work is available at 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 June 13th 2025

[Apply now \(https://login.hirelocker.com/crosscare/jobs/32227/housing-case-worker-family-hub-closing-date-13-06-25-dublin\)](https://login.hirelocker.com/crosscare/jobs/32227/housing-case-worker-family-hub-closing-date-13-06-25-dublin)

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

Date Entered/Updated

29th May, 2025

Expiry Date

13th Jun, 2025

Source URL: <https://www.activelink.ie/vacancies/community/115925-crosscare-housing-team-leader-family-hub-drumcondra>