

## **Crosscare: Housing Case Worker** **(<https://www.activelink.ie/node/116063>)**



### **Position Title: 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:** Amiens St , TEA homeless service.

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

**Contract:** Permanent

**Salary:** €32,574 - €45,795

**Reporting to:** Project Leader/Deputy Project leader

#### **The Role:**

- Admit residents to the service, ensuring he/she is provided with a full induction and welcome
- Complete a comprehensive assessment (HNA) where required with an allocated case load of residents & to identify each individual 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.
- Updating the Pass system
- To engage with and build professional trusting relationship with each client, treating them with respect , and working within the values of Crosscare.
- To carry out all duties connected with the operation of Amiens st, resolving conflict, responding to health issues, premise management, taking referrals, welcoming and engaging with clients.
- To work effectively as part of the team and being open reasonable requests from manager/care coordinator in order to ensure effective working relationship and responds to clients.
- To work within the policies of Crosscare and the standard operating procedures of the project.
- To assist and contribute to the quality agenda in order to ensure that a consistent delivery of service and quality standards are adhered to in the project
- To perform all the administrative duties relating to the role in order to ensure that the project runs smoothly
- To observe all Health and Safety policies of the project and to be involved in continual quality improvement in order to ensure that the security of the building is maintained at all times day and night.
- To be open to reasonable requests from the facilities coordinator to ensure the Health & Safety is to a high standard.
- Arrange and accompany residents 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 to understand and complete their Housing Assistance Payment (HAP) paperwork
- Assist residents to fully understand the conditions of their tenancy agreement and agreeing rents with landlords prior to taking up a tenancy.
- Accompany the residents to the tenancy signing
- Refer each resident to appropriate tenancy sustainment programmes e.g. CLAN, Sli, Hail etc.
- Have comprehensive knowledge of local facilities and support groups and to liaise with a 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 in order to ensure effective working relationships.
- To cover the floor and carry out day to day running tasks as required.

## **Essential Requirements:**

### **Qualification Required:**

- Minimum BA in Applied Social Care, Addiction, Mental Health, Nursing, Psychology (or equivalent) Level 7 awarded by the National Qualifications Framework (NQF) QQI

### **Experience Required:**

- A minimum of 1 years working in the area of homelessness & Knowledge of homelessness and its causes, homeless services, addiction and mental health.
- **Internal Candidates** - A minimum of 6months Social Care Worker experience.

### **Additional Requirements ( be able to demonstrate in your application)**

- Good time Management and organization skills
- Knowledge of Hosing for all, 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 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.

### **Other:**

- CORU registered
- Full Driving License

### **Personal attributes:**

- Good time Management and organisation skills
- Ability to work on a roster that includes evening and weekend work in a residential setting.

### **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) (<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 27th 2025**

**Apply Now (<https://login.hirelocker.com/crosscare/jobs/32283/housing-case-worker-amiens-street-closing-date-27-06-25-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**

Dublin 1

**Date Entered/Updated**

6th Jun, 2025

**Expiry Date**

27th Jun, 2025

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**Source URL:** <https://www.activelink.ie/vacancies/community/116063-crosscare-housing-case-worker>