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| **GOOD PEOPLE Services****Job Title: Project Worker/ Reception Officer– Fair Green** |  |
| **Location** | Good People, Fair Green International Protection centre, Rathdrum, Wicklow  |
| **Hours** | Full-time & Part time Variable Hours Contracts. |
| **Contract** | Permanent: Full-time  |
| **Panel**  | A panel of successful applicants will be formed for one year.  |
| **Salary** | €34, 450 per annum |
| **Reporting Relationship** | Fair Green International Protection centre, Rathdrum Manager/Deputy Manager. |
| **Working Relationships** | **Liaises with:*** Residents of Fair Green
* The staff team & Mgt
* Director of Service & Board as required.
* Committees within the service as requested
* Any Multi-Disciplinary supports attached to the service
* All other relevant stakeholder
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| **Job Summary** | The Project Worker/ Reception Officer will be committed to delivering a high standard of service in line with the ethos and vision of GOOD PEOPLE Services. They will undertake all daily activities & routines of the designated centre. This includes direct support to service users, household tasks and administrative duties.The Project Worker/ Reception Officer is expected to have a high standard of social care practice which entails have the following up to date: Person Centred Plans, Medication Management, Risk Assessments, and any necessary documentation to support the residents.The Project Worker/ Reception Officer will be involved as part of the team to ensure that each resident within the centre has an assessment of need completed and that these needs are reflected within their Person-Centred Plans. They must be able to work on their own initiative, delegate tasks, be able to plan and organise daily activities and routines within the designated centre.This role involves working shifts on a rostered basis and will include the following, day work, evening work, overnights, and weekends.* The Project Worker/ Reception Officer will need to be able to work as part of a team ensuring best practice service delivery in line with IPAS Code of Practice for Persons Working in Accommodation Services; as well as ensuring a Person-Centred approach to service delivery.
* The Project Worker/ Reception Officer will facilitate, encourage, and respect residents to develop so they can make choices, integrate, develop self-advocacy skills and be an active citizen in their local community.
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| **Duties & Responsibilities** | * The Project Worker/ Reception Officer will work proactively as a member of the staff team and contribute positively to ensure good teamwork, in both day and residential settings.
* To ensure that the house/designated centre is maintained to a high standard, i.e., that domestic duties are completed to a high standard.
* Will be able to work as part of a team to ensure a Person-Centred approach to service delivery for all individuals that we support ensuring that all residents have positive life experiences.
* There will be flexibility in working hours & locations to ensure that all Residents in GOOD PEOPLE Services are supported within Residential Services.
* The Project Worker/ Reception Officer will act as Keyworker for specific individuals. This means they will take the lead on the Person-Centred Plans for those Residents for whom they are keyworker. This means organising PCP meetings and reviewing the PCP as required. They will also ensure that specific documentation is up to date, for example, mental health care plans, or any other relevant documentation for the resident.
* They will develop & implement appropriate training, leisure, social and personal activities for Residents within the local area.
* Ensure that any obstacles identified in relation to Residents goals are identified and brought to Manager’s attention. They will work with the manager to put a plan in place to overcome the obstacles.
* Be competent and confident while driving Service vehicles and carry out the mandatory checks as required.
* Ensure that GOOD PEOPLE Services medication policy is adhered to at all times. Ensure that prescribed medications are stored as per the Medication policy and ensure that Residents are supported to be as independent as possible in the management of their medication.
* To be familiar with all policies and procedures within the service.
* Report all accidents/incidents/complaints/concerns/compliments and fill out the appropriate paperwork.
* Be familiar with service requirements in terms of New Directions, the Health Act 2007 and HIQA Regulations and Standards.
* To attend and participate in staff meetings, training sessions, supervision, and mentoring sessions to develop and extend knowledge and skills on every issue in relation to the designated centre and residents.
* In terms of safeguarding concerns, to report all matters of concern to the Designated Officer (DO).
* To attend staff training as required be it mandatory training or non-mandatory training.
* To be Health & Safety conscious and report faults to the Health & Safety Coordinator, participate in Fire Drills and support Residents during the drills. To abide by the Health & Safety Statement in GOOD PEOPLE Services.
* To identify risk, assess the risk and document appropriately as per the Risk Policy in GOOD PEOPLE Services.
* Fostering a culture of inclusivity and respect which embraces people’s identities and allows them feel safe;
* Provision of support to residents with special reception needs (as per Regulation 8 of the European Communities (Reception Conditions) Regulations 2018), including supporting those with specific vulnerabilities or mental health issues.
* Provision of assistance to residents in accessing services from state authorities and other organisations established to meet such needs;
* Assisting residents to access appropriate healthcare, schools and other educational institutions, employment opportunities, family and child support agencies, trauma counselling and services provided by local community groups and Non-Governmental Organisations (NGOs) and other civil society groups including religious organisations;
* Engagement with IPAS Resident Welfare Team. This includes following the team’s instructions, informing the IPAS Welfare Team of emerging needs of residents as they arise, and flagging any special reception needs identified for residents previously undetected as vulnerable applicants;
* Furnishing to the Contracting Authority all relevant medical, health and welfare information regarding Residents immediately if and when required to do so;
* Put in place procedures for the distribution of post to residents.
* Maintain strict confidentiality in relation to Residents and the business of GOOD PEOPLE Services. You will over the course of your employment have access to or will hear information concerning the medical or personal affairs of residents who use the service and/or staff or health service professionals. Such records and information are strictly confidential and on no account may be divulged or discussed except in the performance of normal duty.
* Employees within GOOD PEOPLE Services are expected to have a high degree of flexibility and a willingness and ability to develop new approaches to their work. Duties and responsibilities of any post within the service are likely to change with the ongoing needs and development within the service. Employees will therefore be required to carry out such other duties appropriate to their employment as may be assigned to him/her from time to time.

*The above Job Description is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post*. |
| **Personal Specifications** | **Education & Training:*** A degree level 7 or 8 qualification in Social Care / Social Studies or equivalent field is a requirement for this position.

**Experience:*** Minimum 8 months experience in the field of social care is essential.
* Proven competence in the care and support of the adults in vulnerable situations and a genuine interest in this area is required.

**Knowledge & Skills:*** A sound knowledge and proven ability to interpret and apply legislation such as immigration law and International protection law.
* Applicants must have excellent communication skills & time management skills and be highly motivated.
* Excellent record keeping skills are required.
* Proven ability to develop positive relationships with a variety of stakeholders.
* Full Clean Irish Driving Licence

**Competencies and Values:*** Human Rights Based Approach
* Resilience, Positive Attitude & Openness to Change
* Effective Communication & Working Relationships
* Planning, Organising & Reprioritising
* Innovation, Creativity & Problem Solving
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| **Personal Specification:** | A strong commitment to caring and an empathetic understanding of those going the International protection system are essential attributes for this role. The successful candidate should possess excellent people skills, be flexible and have experience with rapid and complex changing work environments.  |
| **Professional Expectation** | * You will be expected to keep abreast of current developments and best practice in the area of Social Care. In this respect you may from time to time be required to attend appropriate courses and seminars.

The Project Worker/ Reception Officer must be aware of ethical policies and procedures which pertain to the sector including:* GOOD PEOPLE Services agreed Policies and Codes of Good Practice.
* Diversity, Equality, Cultural Awareness and Anti-Racism;
* Children First Training &Safeguarding Vulnerable Persons at Risk of Abuse.
* Confidentiality Guidelines.
* Data Protection Guidelines (GDPR).
* Equal Opportunity Principles.
* Health & Safety requirements in compliance with GOOD PEOPLE Services instructions.
* Be fully familiar with fire precautions and fire drills.
* Notification of accidents, incidents, and other reportable events.
* Code of Practice for Persons working in Accommodation Centres;
* First Aid Training Basics and Beyond Customer Care;
* Conflict Management;
* Resilience Training;
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| **Confidentiality** | In the course of your employment, you may have access to or hear information concerning the medical or personal affairs of service users or staff or other centres business. Such records and information are strictly confidential. In addition, records must never be left in such a manner that unauthorised persons can obtain access to them. |