

Job title:	Caseworker
Location:	This post covers the Midlands region and surrounding areas. The post holder will be based at the Ruhama office in Tullamore, with the requirement to travel to the Dublin office one day per week. Flexibility on work location may be considered.
Reports to:	Outreach Team Leader
Purpose:	The post holder will be responsible for providing a holistic person-centred approach to care and case management for service users who have been impacted by prostitution and sex trafficking including engaging in assertive outreach, in collaboration with other service providers (Merchant's Quay Ireland).
Contract	Permanent. 35 hours per week Monday to Friday. A four-day week (28 hours) option may be considered.
Salary:	A competitive salary applies. The successful candidate will be offered the salary point on the scale commensurate with experience.

KEY DUTIES & RESPONSIBILITIES:

- Comprehensively assess the needs of all service users.
- Provide crisis intervention, brief interventions, and practical support to individuals.
- Deliver evidence-based interventions and casework directly to service users.
- Empower service users and advocate on their behalf.
- Ensure care plans and a case management system are implemented and regularly reviewed for all service users engaged in casework.
- Participate in case management protocols including referral pathways and shared care planning.
- Liaise with community, voluntary, and statutory services to ensure service users needs are supported.
- Identify potential gaps to progression for service users and problem solve in conjunction with other stakeholders.
- Where a need is identified, accompaniment and support individuals with appointments to other services i.e. GP's, Gardaí, court visits etc.
- Provide integrated care and support reflecting a person-centred, trauma informed approach.
- Innovate and develop outreach services to identified target groups in Midlands region.
- Deliver in-reach to services supporting identified target groups in Midlands region.
- Work in partnership and in collaboration with Merchant's Quay Ireland (Midlands Team).
- Monitor, track, evaluate and document all work.
- Attend practice team, organisational and external meetings as required and participate in shared working practices.

- Keep up to date with gender-based sexual violence developments nationally.
- Maintain service user records, including CRM system (Salesforce), and produce standard monthly and quarterly reports.
- Work as a team member to develop and fulfil the policies, aims and objectives of Ruhama.
- Be vigilant of any health, safety and welfare risks in the workplace and bring any concerns to the attention of your line manager or Health & Safety Officer.
- Be aware of the Children's First Guidelines, and Vulnerable Adult and Child Protection Policy in Ruhama and bring any concerns to the attention of the DLO (Designated Liaison Officer).
- Attend supervision on a regular basis with line manager.
- Comply with all Ruhama policies and procedures.
- Perform any other duties assigned or delegated by their line manager.

PERSON SPECIFICATION

The person specification sets out the essential abilities and qualities needed by the successful candidate for this post.

Qualifications

- A relevant third level qualification e.g., social studies, addiction, nursing, counselling, psychology or related field is essential.

Experience

Essential

- Minimum of 3 years' experience in a frontline setting, working with vulnerable cohorts with complex and multiple needs is essential.
- Experience of case management model and protocols is essential.
- Experience working in liaison with other agencies within the community, voluntary and statutory sectors is essential.

Desirable

- Experience and some understanding of related issues including homelessness, addiction and the asylum process is desirable.
- Experience of Salesforce including developing reports is desirable.
- Language skills are desirable.

Knowledge

- Knowledge of the issues facing asylum seekers, refugees, and migrants, in particular, women.
- Knowledge of the impact of prostitution on individuals physical, emotional, and psychological wellbeing and development.
- Knowledge and understanding of a trauma informed approach.
- Insight into issues affecting individuals who have been exploited in the sex trade.
- Knowledge and understanding of gender-based violence.
- Knowledge of the rights and entitlements of individuals working in the sex trade in Ireland.
- Demonstrates working knowledge of the complexities faced in delivering services to individuals with complex needs.

- A working knowledge of healthcare and practical supports available.

Skills and Abilities

- Demonstrates ability to respond to crisis situations appropriately.
- Excellent communication and inter-personal skills.
- Demonstrates effective problem solving and decision-making skills.
- Ability to effectively multitask and manage competing deadlines.
- Demonstrate competence and professionalism in order to carry out the duties and responsibilities of the role.
- Ability to manage challenging behaviour and issues.
- Ability to advocate on behalf of service users.
- Proven ability to use own initiative and work as part of a team.
- High motivation and enthusiasm with a positive attitude and flexible in response to organisation change & development.
- Ability to maintain confidentiality within the guidelines and policies of Ruhama.
- Excellent report writing and IT skills.
- A strong interest in the area of social justice & human rights.
- To develop and maintain effective working relationships with other agencies, using an interagency approach.

Other

- Availability for flexible rostered working hours is essential i.e. morning/evening work.
- Regular travel to Dublin office is required.
- Full Clean Irish driving licence and access to a car is essential.
- Garda Vetting will apply.

Ruhama is an equal opportunities employer