

JOB DESCRIPTION

JOB DESCRIPTION – Intensive Case Manager

JOB TITLE:	Intensive Case Manager
JOB HOLDER:	Vacant
REPORTS TO:	Service Manager
LOCATION:	
Project:	Tar Isteach Housing RSS
DATE OF JOB DESCRIPTION:	29.04.24

Purpose of the Post

To work with the Service Manager and within the authority delegated to the post holder by the service manager; to assist in the day to day running of the service whilst remaining on the roster.

The Intensive Case Manager (ICM) will be responsible for: processing referrals, conducting assessments; care/support planning and implementation of care/support plans; engaging with tenants; supporting tenants with housing sustainment plans; managing maintenance, ensuring payment of rent, intensive keyworking.

The ICM will play a key role in building links amongst a multi-disciplinary team and developing a shared care model of support.

A collaborative approach with the Local Authority will be required.

In addition to this, the post holder will act on behalf of the Service Manager and provide out of hours on call support where designated.

Environment of the Post

Tar Isteach Housing strive to provide Tenancy Sustainment and Resettlement Support to those who are referred by the Local Authority.

Guidance and Authority

The post-holder will report to and be supervised by the Service Manager. The service manager reports to the Regional Manager. They may also act on behalf of the Service Manager as designated during periods of leave as agreed by the Head of Services.

The post-holder will liaise closely with the Service Manager and relevant stakeholders in the Local Authority, Health Service Executive and other agencies.

The post holder will work within the overall framework and policies of Tar Isteach Housing.

Principal Accountabilities & Key Indicators

Tenant Support

- Assess the Holistic Needs of all clients and refer them to other support services that may be deemed appropriate to their needs
- Ensure to inform service users of their individual rights and responsibilities.
- To establish and maintain a positive and adherent rent culture with service users, addressing obstacles and ensuring to support strategies that will empower full adherence to rent and other areas of maintaining accommodation
- To ensure that the service responds effectively to the needs of the service users in areas such as referral, induction, key working/ case management and property law and maintenance.
- The development of life and home making skills is also seen as essential.
- Ensure tenants access services / community supports/ welfare allowances which they are entitled to.

Quality

- To ensure a consistently high standard of care for the service users in line with the National Quality Standards Framework
- To continuously work towards the achievement of “Housing for All” and the implementation of the National Quality Standards Framework for Homeless Services and National Standards for Safer Better Healthcare.
- To work to the highest standards of the Dublin Regional Homeless Regional Executive Competency Framework

Communication

- To carry out duties in accordance with the values, ethos & mission statement of Tar Isteach Housing
- To contribute to the on-going development of Standards, Polices and Procedures in Tar Isteach

Policy

- To take part in team-meetings with all staff to ensure effective communication sharing, discussion and review of practice, client welfare and outcomes
- To report to the Service Manager challenges, changes or resources needs as they arise
- To attend supervision with line manager.
- To provide the Service Manager with the data and information required for meetings, and to attend meetings and present reports as required
- To manage and maintain data and information in accordance with best practice
- To maintain and manage an information data-base as may be required
- Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Better, Safer Healthcare (HSE) and the National Standards for Homeless Services and comply with associated

HSE protocols and SE Homeless Services for implementing and maintaining these standards.

Property

- To monitor and ensure that all aspects of Health and Safety standards are met within the service in accordance with the Health and Safety policy
- To report any Health and Safety concerns or issues to the Service Manager
- Follow a maintenance system and ensure accommodation is maintained to a high standard.
- Report any maintenance issues in Local Authority Properties to the Local Authority
- To assist Service Users by implementing a Lifeskills programme which will support them in maintaining their accommodation to an appropriate standard

Information Management

- To complete MIPs / KPIs and other data collection / Information Management Reports as require by the Services Manager
- To support and monitor the further development of appropriate information management systems
- To support and monitor compliance with Data Protection legislation and the Tenants Confidentiality Policy

Confidentiality

- To ensure confidentiality is maintained at all times, in accordance with best practice, with regard to case management files
- To contribute to and further imbed a culture of confidentiality as appropriate

Case-Management Files

- To contribute to and support the implementation of progressive Information Technology systems, so as to facilitate the improvement of record-keeping and case-management systems
- Maintain standard of all files and record keeping systems
- Engage with referral agents and facilitate regular support plan reviews
- Complete 'move in'; 'case management' and 'move out' processes in line with policies and best practice in social care and housing management policy.
- Encourage shared care / multi-agency collaborative approaches to achieve the best outcomes for service users

Monitoring Resources

- To advise the Service Manager of efficiencies, pressures or requirements in relation to resources
- Highlight and gaps / blocks / concerns at the earliest opportunity to the Services Manager

Crisis Management

- To have the ability to deal with and resolve difficult situations when they arise in a calm and professional manner. Using proven crisis management techniques and following policy and procedures to ensure safety and relationships are maintained
- To complete Individual Crisis Management Plans and Risk Management Strategies with service users to support them to maintain their accommodation.

Duties and Responsibilities

The ICM Specialist will:

- Proactively identify and engage with service users who require support.
- Assess how the Service can assist them and prioritise their support needs.
- Complete screening/ initial assessment, develop and implement care/support plans, and conduct regular intensive key working as appropriate to the service user's needs.
- Carry out risk assessments and risk management plans as appropriate.
- Participate in multi-agency working through case management and case reviews as appropriate. Advocating for appropriate services.
- Ensure that all paperwork is completed including consent forms, utility service applications where applicable, SWA applications for furnishing, rent and deposits, enabling the service to advocate as appropriate with external agencies.
- Foster positive relationships with external agencies in order to maximise the supports and resources available to clients to help them address the issues and access other areas of community support that may be required.
- Promote independence and choice
- Provide community support and liaison between the service users and the Local Authority
- Operate as part of an on-call rota for Tar Isteach Housing services.

Administration and Accountability

The Worker will:

- To work effectively within the team setting to administer the day to day aspects of the service as outlined in the policies and procedures
- To maintain high quality documentation standards as per Tar Isteach policy and observe professional standards in respect of confidentiality and data security.
- To return statistics/data within required time frames.
- To report any issues affecting the administration of the service to your line manager.
- To meet with the line manager on a monthly basis for supervision.
- To identify any training gaps and undertake ongoing training in order to maintain high professional standards.
- To co-operate with aspects pertaining to the operation of new technology.

Research

The Worker will:

- Participate in relevant research/audit projects within the service in order to improve outcomes and standards in housing services.
- To participate in initiatives that improves the quality of all aspects of the service. To contribute to any service improvement plans as a result of evaluation or audit.
- To ensure that service users opinion and feedback is sought in relation to all service development projects.
- To be flexible in relation to service delivery as the needs of the service dictate i.e. out of hours and provision of new service initiatives.
- To co-operate with staff policy and review procedures.

Personal Development

The Worker will:

- Engage in all training needs analysis.
- Maintain a commitment to further education and training.
- Maintain internal supervision to reflect and review practice.

The above Job Specification 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 while in office.

Eligibility Criteria

Qualifications and/or experience

a)

- i) Possess a BA (Ord) in Social Care Practice (Level 7 on the QQI framework) or above

Or

Equivalent

And

- b) Candidates must have a minimum of 3 years experience in keyworking

And

- c) Candidates must have the requisite knowledge and ability (including a high standard of suitability and ability for the proper discharge of the duties of the office).

And

- d) A full and clean driving license

Experience

- Not less than 3 years' experience in residential social care services; preferably in the homeless/supported housing sector
- leadership experience in social care services, including supervision of social care staff would be a distinct advantage
- Extensive experience in working with behaviours that may challenge and supporting care-staff in similar environments
- Supporting organisational change in a complex environment
- Recording, reporting and information management
- A full and clean driving license

Post Specific Requirement: Ability to demonstrate

- A thorough knowledge of principles of Social Care / Community Work
- In depth knowledge of Case Management, Key working & Holistic Needs Assessment, and use of PASS Database.
- Knowledge of health and safety legislation; data protection, report writing, funding structures for homeless services
- Knowledge of the principles of Non-Violent Crisis Intervention and/ or Therapeutic Crisis Intervention would be an advantage
- Knowledge and understanding of relevant Government policy on homelessness and the National Quality Standards Framework for Homeless Services
- Full clean drivers license and access to a car