**JOB DESCRIPTION**

**Employer**: NW Cornerstone CLG

**Job Title:**  Intensive Case Manager

**Reporting to:** Housing First Team Leader

**Location of Job:** Counties Sligo & Leitrim with the office based in Sligo town.

**Primary Purpose:** To work as a part of NW Cornerstone Case Management Service to deliver a ‘Housing First’ approach to individuals in their own homes. Northwest Housing First staff will all work under the principles of Housing First and seek to support service users to live their lives as they choose and to respect their choices, without judgement.

**Service Delivery**

* To work to the principles and fidelity of housing first.
* Work within the framework of the overall objectives of the NW Cornerstone Intensive Case Management Service
* To work within the overall policies and procedures of the NW Cornerstone.
* To provide an on-call service on a rota basis as required.
* To build up and maintain a portfolio of accommodation providers in social housing, homeless sector and private rented accommodation.
* To work as part of a multi-disciplinary team and service.
* To work in close liaison and co-operation with other teams within NW Cornerstone and also other Statutory and Voluntary Agencies as deemed appropriate
* To work to the service model and standards of best practice
* To attend Team, Section, Departmental, Agency and external meetings, including handovers, and training as required
* To meet regularly for supervision of work with your assigned Supervisor
* To supervise students or volunteers as requested by your Line Manager
* To implement existing policies and procedures and to input into the development of new ones
* To plan, implement and evaluate the daily activities.
* To undertake such other duties as might be reasonably assigned from time to time in consultation with the Line Manager.
* To be vigilant to any Health, Safety and Welfare risks in the workplace and bring any concerns to the attention of your line manager or Health & Safety Representative

**Clients:**

* To use a trauma informed approach when working with service users either in their own home or in the wider community.
* To establish trusting relationships and use person-centred planning with service users; advocating with and on their behalf to secure long-term tenancies with continued support.
* To undertake assessments and support planning with service users as the lead agent using the Care and Case Management system and protocols and other tools as appropriate; such as STAR Outcome to assist the person to successfully progress toward and in independent living as appropriate.
* To assist the service users to create and sustain a home, helping manage bills, day to day living skills and integration within the local community.
* To advocate, accompany and provide support to service users on appointments to other services i.e. doctors, counsellors, court etc.
* To help foster good working relationships with neighbours and liaise with local authorities where necessary.
* To provide Advice, Information and Guidance as a prevention or in response to being out of home.
* To promote recovery orientation and harm reduction approaches. Liaising with multi-disciplinary agencies to achieve this goal.
* To support service users in developing life skills, seeking out education, training and employment opportunities if and where they so wish,
* To maintain a caseload of service users.
* Ensure participation by NW Cornerstone at case reviews and other client related meetings
* To risk assess and review on an ongoing basis, updating records as is needed.

**Admin:**

* To be responsible for keeping up to date casework records, daily logs and written assessments. Inputting information on the NW Cornerstone database, Outcome Star online and within the shared staff drive.
* Ensure written records on clients and data on service as required by NW Cornerstone and statutory bodies, including funders, are in place, are of an acceptable standard and are up to date.

The above Job Description is not intended to be a fully 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.

**HEALTH AND SAFETY:** All employees are expected to familiarise themselves with the NW CORNERSTONE Health and Safety Policy and adhere to its procedures to ensure the health and safety of staff and service users and the security of the premises.

# CONFIDENTIALITY: Each staff member is expected to observe the highest ethical standards, to treat all service users equally and fairly, to respect their right to confidentiality and to maintain confidentiality on all matters related to NW CORNERSTONE staff and board of directors. Where there are child protection concerns the NW CORNERSTONE policy on child welfare and protection must be followed and may require a referral to the relevant person in Tusla. Where there are concerns regarding the safety of a vulnerable adult the NW CORNERSTONE policy of Safeguarding Vulnerable Adults must be followed and may require a referral to the relevant person in the HSE.

***The above represents the principal conditions of service and is not intended to be the comprehensive list of all terms and conditions of employment which is set out in the employee’s contract of employment.***

**Employee Acknowledgement**

I have read and understand this job description is a guide to the general range of duties assigned to the post holder and is subject to periodic review with the employee concerned. I acknowledge that it does not identify all tasks that may be expected, nor address the standards of performance that must be maintained for continuing employment.

Employee Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Manager Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_