

Role Profile

Common Points for all roles

Specific role profiles have been developed for each role in Cork Simon which outline the objective, key tasks, performance indicators and skills required. Cork Simon Community requires that any person who wishes to work, in any capacity, within the Community should also know and observe Cork Simon's values and practice including:

- Encourage community members to participate in the community.
- Understand the empowerment model and implement it.
- Understand and observe Health and Safety standards and practices.
- Adhere to boundaries, respect confidentiality etc.
- Maintain Professional and Ethical standards of Practice.
- Participate in the development and implementation of best practice community policy, practices and procedures.
- Promote equal opportunity policies.
- Attend and be punctual when scheduled for attendance.
- Attend and participate in team and Community meetings.
- Attend and participate in Training.
- Be flexible in providing cover in other community projects when the need arises.
- Be empathetic when dealing with people in personal crisis.
- Maintain good Self Care and manage their time well.

Role Title: Outreach Project Worker

Project: Emergency Housing Orientated Services

Objective: Seek out and provide information, assistance, assessment, support and referral for people who are homeless, at risk of homelessness, sleeping rough or in unstable accommodation and have issues with alcohol, drugs or substances. Act as a bridge to Cork Simon and other services.

Key Tasks:

Initial Contact:

- Spend time on the streets, on Soup Run (where necessary), in the Day Service/Rough Sleeper Service and in the Emergency Shelter as required to enable contact.
- Proactively look for people who need Cork Simon and other services.
- Visit people where they are staying / sleeping (within the policies and procedures of Cork Simon Outreach)
- Provide information on homeless services, addiction services and supports, including harm reduction advice, needle exchange and supports.

Befriending + Relationship Building:

Build a relationship based on respect and trust by:

- Spending time with people
- Actively listening to people
- Being non-judgemental, respecting their lifestyle and culture
- Challenging people positively and facilitating them towards improving their quality of life and access to services

Initial Assessment:

Get basic information on current status re:

- Accommodation,
- Addiction/drug/alcohol/substance use/gambling
- Physical and mental health, medical card
- Social and family supports/networks
- Social welfare/financial status
- Housing status
- Referral to Homeless Persons Unit/City Council Housing Dept.
- Previous contact with Cork Simon Community, and other services
- Fill out Health Research Board (HRB) forms
- Enter relevant details on Pathways Accommodation & Support System (PASS) & In-Form
- Complete assessment for needle exchange if necessary

Involving People who use the services:

- Ensure a programme of social activities is organised by or with those using the services
- Ensure active participation by people using services in the running of the project
- Ensure people are involved in all decisions that affect them as much as possible.
- Ensure people are given the opportunity to express their views on the service provided, how it might be improved etc.
- Ensure that those with addictions entering the service are encouraged to discuss their drug use and that they encourage others to do the same for health and safety reasons
- Encourage new service users who are intravenous drug users to attend first aid training
- Encourage intravenous drug users to practice safe disposal of sharps and related items
- Encourage new service users to make staff aware, as quickly as possible, of anyone who may be in difficulties following the consumption of any drugs/alcohol/substances
- Promote the National Drugs Strategy's Service User Involvement strategy

Referral for Basic Services:

- Provide information on Cork Simon & other services available
- Refer people to Cork Simon Services/ Day Service/ Emergency Shelter and advocate on their behalf
- Refer people to Cork City Council Housing Assessment/Outreach Officer
- Refer intravenous drug users to relevant pharmacy for needle exchange
- Refer to Level 2 GP for methadone programme where appropriate
- Give advice on harm reduction, safer sex and safe injecting practices where appropriate
- Give advice on safe disposal of sharps and other drug related paraphernalia
- Refer to adult homeless medical and mental health services where appropriate
- Refer to addiction counsellor and addiction services and treatment supports where appropriate
- Advocate for and support people in accessing accommodation, medical services, addiction services, rights and entitlements
- Liaise and work collaboratively with other service providers and referral agencies including the APS (Accommodation Placement Service), Social Inclusion and the HSE.
- Work in collaboration with soup run service (if required) to assess the needs of people referred from soup run service to Day Centre and guide them towards accessing Cork Simon and other appropriate homeless services.

Assessment & Care Planning:

- Implement case management approach as per Cork/Kerry Case Management Guide to Domains 2019.
- Carry out detailed assessments of need to inform effective care planning

- Develop care plans with people in co-operation with the Day Service/ Emergency Shelter staff and other relevant medical and mental health services
- Develop harm reduction programmes and supports for those who are not ready, willing or able to abstain from using alcohol/drugs/substances
- Encourage those not willing, not able or not ready to abstain, to engage with Activities Programme and with Employment and Training Programme where appropriate
- Encourage engagement with addiction counsellor, addiction services and supports and treatment programmes where appropriate
- Carry out regular reviews of those who are sleeping on the streets, in squats or other unstable accommodation

Finance:

- Account for petty cash and record receipts for any money spent / donations received
- Manage service users' money, where appropriate, and record all transactions
- Complete employee expense form at the end of every month and forward to Shelter Administrator, with receipts as appropriate.

Record Keeping/Reporting:

- Maintain accurate and up to date records/ service user files to facilitate provision of care
- Generate accurate statistics on people who are sleeping on the street, in squats and/or accessing outreach services
- Generate accurate statistics on drug, alcohol and substance use/misuse
- Generate reports on those referred to counselling and to treatment centres/supports
- Ensure HRB forms are filled in for everyone using the service
- Ensure the PASS/In-Form systems are kept updated for those using the service
- Produce reports as required by funding bodies
- Produce up to date information/leaflets on supports available and harm reduction advice and disseminate other relevant literature to those using drugs/alcohol/substances

Health & Safety

- Staff must make themselves aware of health & safety policies affecting the workplace and to conform to regulations regarding safe practices and the use of safety equipment.
- Comply with no smoking rules, use of protective clothing, glasses, gloves or footwear etc. where deemed necessary by Cork Simon Community.
- Comply with all health & safety standards and work with due regard to their own safety and the safety of others.
- Participate in courses pertaining to health & safety and manual handling.
- Follow the guidelines on street outreach policy/lone worker policy
- Keep up to date on First Aid training

Fire Safety

- As far as is practicable, be responsible for safety and security of volunteers and residents.
- Participate in regular fire drills and be fully aware of evacuation plans, positioning of fire-fighting equipment, etc.
- Be responsible to ensure that fire and safety equipment is in good working order and to make the Team Leader/Manager aware of any repairs and/or replacement needed for such equipment.

Team Work:

- Work as part of the Street Outreach team/Rough Sleeper Service (RSS)/Day Service/Emergency Shelter/Soup Run /Addiction counsellors/AHIT Team and wider Cork Simon Community teams (including Housing Teams)
- Where relevant liaise and collaborate with Diversion & Intake Coordinator role and case management team in the Shelter with any appropriate care planning.
- Undertake street outreach with the evening Soup Run as required
- Help to develop best practice and work within these guidelines, QUADs standards etc.
- Liaise and work with external agencies as appropriate
- Debrief as a team at the end of each shift
- Support Placement Students, Part-time & Full-time volunteers
- Provide cover in other Cork Simon Community projects where necessary
- Carry out any other appropriate work as requested by the supervisor
- Liaise with Volunteer Co-ordinator on volunteers

Supervision:

- Provide supervision to relevant staff and/or volunteers/students

Personal Development:

- Participate in the supervision process and implement the Individual Learning Plan as devised with the supervisor.
- Attend Cork Simon Training, and any other relevant training provided by the CLDATF/funders relevant to the post.

Key Performance Indicators:

- Service user feedback
- Identification of rough sleepers and link with services within 24 hours
- Getting people off the street as quickly as possible
- Providing people with information on harm reduction advice and supports
- Getting people access to services as quickly as possible
- Improvement in health and well-being of people using services
- Level of referrals to addiction supports and services
- Positive engagement and participation by service users
- Boundaries managed effectively
- Effective teamwork in team, community and with external agencies
- Regular attendance at meetings, handovers etc.
- Level of person-centred activity
- Critical incidents managed successfully
- Quality of assessments
- Quality of reports produced for funding Organisation
- Accuracy of records, reports, statistics and referrals
- Flexibility
- Ability to reflect
- Implementation of Individual Learning Plan (ILP)
- Fire, health and safety procedures followed
- Positive engagement in the supervision process
- Regular supervision for supervisees
- Supervisees ILP
- Good work ethic and attendance

Supervisor: Team Leader – Emergency Housing Oriented Services

Outreach Project Worker Personal Specification

Specification	<i>Essential</i>	<i>Desirable</i>
Knowledge	<ul style="list-style-type: none"> ✓ Homelessness, social deprivation ✓ Good Care Practice including: ✓ Assessment & care planning ✓ Key working & case management ✓ Addictions, drug, alcohol, substances, gambling ✓ Addiction services and supports ✓ Range of responses including, treatment models ✓ Harm reduction ✓ Referral pathways ✓ Outreach intervention models ✓ Confidentiality ✓ Mental health issues ✓ Non-judgemental approach ✓ Needs/client led ✓ Excellent boundaries ✓ Health & Safety issues ✓ Social welfare entitlements ✓ Data protection ✓ All elements of Rehab Framework and to implement case management 	<ul style="list-style-type: none"> ✓ Relevant legislation & Policy e.g. Freedom of Information Act ✓ Education and prevention models ✓ Trans theoretical model of change ✓ Auricular acupuncture ✓ Life skills models ✓ HRB forms ✓ Needle exchange ✓ Service user involvement strategy ✓ Children First
Skills	<ul style="list-style-type: none"> ✓ High Level of Communication & Interpersonal Skills ✓ Listening Skills ✓ Record Keeping / Report Writing ✓ Problem solving/decision making skills ✓ Assessment, Care planning & Key working/case management ✓ Conflict resolution/working with challenging behaviour ✓ Computer/IT – generate statistics ✓ Interview/Assessment skills ✓ Brief intervention skills ✓ Individual & group facilitation skills ✓ Advocacy ✓ Motivational Interviewing ✓ Information dissemination ✓ Supervision 	<ul style="list-style-type: none"> ✓ Central European Languages ✓ Basic counselling skills

Ability	<ul style="list-style-type: none"> ✓ To work under pressure ✓ To work as part of a team ✓ To work on own initiative ✓ To liaise with statutory / voluntary sector agencies and make appropriate referrals ✓ To work unsocial hours ✓ To work with rough sleepers, homeless people on the street ✓ To motivate, facilitate & empower people ✓ To empathise ✓ To take direction ✓ To prioritise ✓ To manage time and workload ✓ Self-care 	<ul style="list-style-type: none"> ✓ To meet the physical, emotional and psychological well-being of individuals
Experience	<ul style="list-style-type: none"> ✓ Working with & empowering homeless women, men and young people ✓ An understanding of issues affecting people who are homeless ✓ Working with addictions: Drug & Alcohol users ✓ Working with people with mental health issues ✓ 2 years previous experience in care setting ✓ Supervising staff/volunteers ✓ At least 2 years previous experience of voluntary / statutory agencies working with marginalized groups e.g. homeless people, prisoners, ex-prisoners, care-leavers, travellers, sex workers 	
Qualifications	<ul style="list-style-type: none"> ✓ Relevant Third Level Degree e.g. Social science/social care/youth work degree 	<ul style="list-style-type: none"> ✓ Mental health qualification ✓ First Aid ✓ Nursing skills ✓ Arbour House (HSE) Certificate in addiction studies/or ✓ Merchants Quay Ireland (MQI) Certificate in Drugs counselling theory & intervention skills or an equivalent course.

Personal Attributes	<ul style="list-style-type: none"> ✓ Assured manner ✓ Honesty ✓ Integrity ✓ Flexible to working environment ✓ Sensitive ✓ Patient ✓ High tolerance level ✓ Mature approach ✓ Commitment to Social Justice ✓ Good work ethic 	
Other		<ul style="list-style-type: none"> ✓ Full Driving Licence & access to car ✓ There will be an option to use a bicycle when engaging in work around the city centre

Additional Information

Job title	Outreach Project Worker
Vacancy	<p>Permanent contract subject to a 6-month probation period.</p> <p>We may also form a panel from which to fill future fixed term or permanent Outreach Project Worker vacancies.</p>
Location	Cork Simon Community's Anderson's Quay Complex
Working Hours / Days per Week	<p>39 hours per week, Monday to Friday, including public holidays.</p> <p>The daily starting and finishing times will depend on which shift is being worked. The earliest starting time is 06.30 and the latest finish time is 16.30.</p>
Breaks	Daily break(s) of 60 minutes in total
Salary	<p>Starting salary is assessed according to experience. Maximum salary starting point is Point 2.</p> <p>Salary scale: €39,419, €40,787, €42,234, €43,413, €44,348, €45,057, €45,759, €46,458, €47,596, €48,741, €50,028</p>
Occupational Pension Scheme (Defined Contribution Scheme)	<p>Compulsory membership on completion of 6 month's service. Employer contribution 5%.</p> <p>Employee contribution is minimum 3% with option of Additional Voluntary Contribution.</p>
Death in Service Benefit Group Scheme	<p>Compulsory membership on completion of 6 month's service. Death in Service Benefit contribution is currently €1.15 per week. Benefit is twice annual salary.</p>
Health Insurance Group Scheme	Optional Laya Healthcare membership. 5% group discount applies. No employer contribution.
Annual Leave	5 weeks annual leave per annum
Public Holiday	Double time – where applicable
Closing Date:	12pm, Wednesday 30 July 2025
Interviews:	Thursday 7 August 2025