**JOB DESCRIPTION**

**Employer**: NW Cornerstones CLG

**Position:**  Social Care Worker/ Outreach

**Reporting To:** Emergency Accommodation Manager

**Classification:** Full-Time (35 hours per week)

**Hours of work:** The Social Care Worker/Outreach Worker will work 9-5pm Monday to Friday, with occasional evening or weekend, if the need arises.

**Work Environment:** The Social Care Worker Outreach Worker will be based at NW Cornerstones premises in Finisklin in Sligo town but will provide support to services throughout Sligo town.

**Primary Purpose:** To work as a part of NW Cornerstones Homeless Service team to deliver a short-term emergency service to individuals experiencing homelessness in Sligo.

**Service Delivery:**

* Work within the framework of the overall objectives of the NW Cornerstones Homeless Service
* To work within the overall policies and procedures of the NW Cornerstones.
* 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 other Statutory and Voluntary Agencies as deemed appropriate
* To work to the service model, the code of conduct and standards of best practice
* To attend, and actively participate in, team, departmental, organisational 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

**Service Users:**

* 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 e.g. Outcome Star to assist the person to successfully progress toward independent living as appropriate.
* To provide a safe environment for service users that are out of home/or at risk, including the provision of basic physical care and support, respecting service user choice and self-determination.
* To establish trusting relationships especially with service users who are living on the streets or in temporary accommodation and out-of-home and engage them in work that enables them to move to a more stable lifestyle
* To develop methods, structures and relationships to support the service users with their individual housing, welfare rights and entitlements and to access move on accommodation.
* Provide practical services to the service user, including welfare, benefits and housing advice, budget and debt management and life skills.
* Assist service users with health, hygiene, safety, general welfare, including personal assistance where required
* To assist the service users to create and sustain a home, implementing practices in line with tenancy settlement indicators.
* To accompany and provide support to service users on appointments to other services i.e. doctors, counsellors, court etc.
* To support the service user’s adherence to life skill development (home making skills), pay rent, reporting repair and being a good neighbour.
* To provide Advice, Information and Guidance as a prevention or in response to being out of home.
* To assist the service users, integrate their lives within their local community, providing support in accessing clinical, medical and other support services.
* 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.
* To accompany and provide support to service users with appointments to other services, where appropriate.
* Establish positive working relationships with relevant agencies with a view to promoting better access and clearer pathways for services users seeking support
* Ensure participation by NW Cornerstones at case reviews and other client related meetings

**Admin:**

* To be responsible for keeping up to date casework records, daily logs and written assessments and care plans. Inputting information on the NW Cornerstones database, Outcome Star online and PASS.
* Ensure written records on clients and data on service as required by NW Cornerstones and statutory bodies, including funders, are in place, are of an acceptable standard and are up to date.
* Ensure data and personal information relating to service users, staff and other members of the organisation is kept safe and secure using the correct systems and procedures, is collected for legitimate purposes and is safely destroyed when appropriate.

**Health and Safety:**

* Attention to your own and that of the clients Health & Safety in the workplace.
* Vigilance of health & safety hazards and timely reporting of same to your line manager and/or safety representative.
* Managing and reporting incidents and accidents in accordance with policies and procedures.
* Ensuring all Fire Safety Checks are carried out in line with policies, procedures and daily tasks. Reporting any issues immediately to the Project Manager.
* Carrying out Health and Wellbeing checks on clients where required and follow up on any support needs.
* Ability to recognise and administer basic First Aid to clients as required. This includes CPR and Naloxone administration, as per the mandatory training.
* Adhere to all the principals of manual handling.
* Ensuring that the service is safe, reporting any security issues to the service manager/emergency services as required.
* Adherence to all infection prevention control measures and compliance to all guidance in relation to IPC

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 CORNERSTONES’ 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 CORNERSTONES’ staff and board of directors. Where there are child protection concerns the NW CORNERSTONES’ 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 CORNERSTONES’ 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 and* NW Cornerstones *staff handbook.***

**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 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_