

**Job Title: Case Management Worker (Outreach Team)**

Reporting to: Community & Outreach Team Leader

Location: Co. Meath

Case Management Worker

*This role requires an exceptional individual who wants to make a positive difference in the community. You will have proven experience of providing emotional and practical support as well as strong interpersonal skills. You must also have an excellent knowledge of domestic violence issues and experience of working in gender equality, a domestic violence service or another relevant setting. A recognised third level applied social studies degree, or an aligned discipline e.g., social care, social studies and demonstrable experience relevant to the community/voluntary sector is essential.*

**Role**

The Case Management Worker provides support to individuals who are experiencing or have experienced domestic violence and abuse. Women engaged with the Outreach programme may be in various stages of a relationship with an abusive partner, and the Case Management Worker provides each service user with individualized, survivor-led, and empowerment-based support. The worker will deliver case management, provide case related accompaniments, co-facilitates group programmes, and advocates for women both on an individual level and in the broader community.

**Main Duties and Responsibilities**

- To support individuals in the community who have experienced domestic violence, listen and provide emotional support around their experiences of domestic violence, and collaborate with them to consider their unique options for safety.
- To develop and deliver structured support plans with clients through planned support sessions, and to encourage active participation from clients in leading their own care plans and making choices for their safety.
- To provide support, assistance, and advocacy to clients on practical matters and refer clients to services including court, housing, health, social welfare, rights, and entitlements. This includes networking and developing links with local service providers to identify referral pathways.
- To complete thorough risk assessments that will inform safety planning and support plan objectives.
- To liaise and work cooperatively with staff, especially the Outreach Programme, Children's Programme and Refuge staff, around ensuring that a suite of supports is made accessible to women.
- To facilitate groups and programmes for women experiencing domestic violence and abuse, including the Freedom Programme and Power of Change programmes.

- To record, update, and maintain accurate records of all files and any associated paperwork on our CRM system (eSAFE). This includes updating the database notes, in a timely and professional manner.
- To observe and practice a policy of strict confidentiality at all times in relation to all aspects of the work.
- To represent the work and ethos of the organisation in a professional and respectful manner at all times. This includes promoting the organisation's feminist analysis through the practices of empowerment and trauma informed care.
- To work according to Children First guidelines and MWRSS Child Protection and Welfare policy, and to access the designated person on call when required in line with policy and Children's First Legislation.
- To work according to organisational policies and best practice at all times, including adherence to Health and Safety.
- To attend and participate fully in all team planning, meetings, training, supervision as part of your professional development provided by the organisation.
- To work under the direction and guidance of Management to ensure the highest possible level of care is maintained at all times. Communicate with Management on a regular basis and advise them in a timely manner of issues arising from work.
- To perform such other duties appropriate to the post, which may be assigned by the Community & Outreach Team Leader or other designated officer.

#### **Qualification, Knowledge, and skills required**

- Third level Qualification at degree level in social care, social science, or related field
- A minimum of 1 year relevant experience working in a social care setting or related context with women/ families/children
- Full driving license and access to own transport
- Excellent theoretical and practical knowledge and understanding of domestic violence, and the challenges and issues affecting women and children experiencing domestic violence. This includes the ability to work with complex issues with professionalism and sensitivity.
- Understanding and working knowledge of Domestic Violence Act/Children's First Legislation/Child Care Act
- Risk assessment/Safety and Care planning knowledge
- Excellent group facilitation and communication skills
- Excellent report writing skills
- Excellent organisational and time management skills
- IT packages and Database skills
- Ability to lone work safely

*This job description is intended as a summary of the primary responsibilities of and qualifications for this position. The job description is not intended as inclusive of all duties an individual in this position might be asked to perform that may be required either now or in the future*

**Salary:** €40,769.56 (MWRSS Salary Scale)



**Hours of work:**

37 hours per week Monday to Friday (flexible working will be required outside of normal working hours e.g., evenings and weekends and TOIL policy is in place)

**Contract Type:** Permanent contract subject to 6 months' probation

**Reporting to:** Community & Outreach Team Leader

**Application Process:**

Please send an email to [amanda.alty@dvservicesmeath.ie](mailto:amanda.alty@dvservicesmeath.ie) with your CV and a cover letter attached.

**Applications will be reviewed on a rolling basis up until Friday 29<sup>th</sup> August.**

**Please note any offer of a position is subject to Garda Clearance. Meath Women's Housing Association CLG is an Equal Opportunities Employer**