

Merchants Quay Ireland: Project Worker - Open Access Services **(<https://www.activelink.ie/node/109201>)**



Merchants Quay Ireland
Homeless & Drugs Services

Job Title: Project Worker - Open Access Services

Responsible to: Deputy Head of Operations and Service Delivery

Responsible for: Contributing to the overall operation of the service and ensuring that it runs smoothly and in accordance with organisation procedure.

Reports to: Service Coordinator

Objective: To work directly with clients as part of a team and to provide a safe, secure environment for clients.

Numerous service and client activities result in several different roles and responsibilities within the service, including outreach work. You will be required to undertake the relevant role that is assigned to you to meet MQI's operational requirements.

Main Duties/Responsibilities

- Ensure that the operation of the service is run smoothly and by organisation procedure
- To meet the client group's needs, one-to-one key work interventions, assisting with issues around sensitive disclosures, delivering sanctions and assisting with referrals to those deemed suitable for interventions.
- To monitor showers and toilet areas where necessary
- To engage in Outreach Work when required
- Work with all clients, win their trust and respect and deal with difficult or problematic situations sensitively within the framework of the organisation's policies and record such incidents as appropriate.
- Carry out administrative procedures under organisation policies.
- To be involved in the preparation of reports, statistics and other information that may be required by the Open Access Service Coordinators
- To work effectively as a member of a team
- To share responsibility for supporting volunteers
- Attend internal/external meetings and training as required by the Open Access Service Coordinators.
- Have a flexible approach to the work in response to organisational change, development and review of best practice.
- To work as part of the team with regular and consistent communication participating actively in all team meetings and supporting the ethos.
- Engage with other team members, support colleagues, participate in meetings as required, and be open to reasonable requests from any member of the management team to ensure effective working relationships.
- Work within the policies of MQI, both organisation wide and project specific in order to ensure that a consistent delivery of service and quality standards is adhered to in the project.
- Share responsibility to work cohesively where applicable with relief staff and Volunteers for the delivery of this service and to act as a mentor to those who are volunteering in the service
- Participate in regular supervision
- Reporting to the Service Coordinator/ Lead Project Worker for individual support, supervision, performance appraisal working within the parameters of the MQI Policies, the National Standards for Better Safer Healthcare, Rebuilding Ireland, HR and H&S policies and procedures
- Ensure compliance with organisation policies to ensure consistent delivery of services and maintenance of quality standards including:
 - Fire
 - Health and Safety

- Confidentiality
- Needs assessment, key working, care planning
- Boundaries
- the National Standards for Better Safer Healthcare and Rebuilding Ireland
- Undertake any other duties as may be assigned from time to time.

Person Specification

The ideal candidate for this post will have:

- Relevant QQI third level 7 or above qualification in Social Care
- At least 1 year's full-time experience of working within low threshold environment or relevant social care settings
- Understand the issues relating to alcohol and drug use/homelessness and mental health, and experience of client work in these areas, and the interventions required.
- Good Knowledge of relevant legislation, policy and practice regarding homelessness and/or drug use.
- Possess strong interpersonal skills
- Experience of Key working and care planning an advantage
- Experience working with clients with multiple needs
- Experience working with homeless-specific databases and reporting.

Management reserves the right to amend or change this job description as required

What does Merchants Quay Ireland offer as an employer?

- Fulfilling and Challenging work
- Competitive Salaries
- Sick Pay Scheme
- Flexible Working Arrangements
- Minimum 23 days Annual Leave
- Defined Contribution Pension Scheme (after 6 months)
- Death In Service (from the commencement of employment)
- Line Management Supervision
- Learning and Development Program
- Group VHI Scheme
- Paid Family Leave (Maternity, Paternity, Adoptive, Force Majeure and Compassionate Leave)
- Educational Assistance (Study and Examination Leave, Scholarship Foundation)
- Employee Assistance Program (EAP)
- Health & Wellness Program

Salary: Starting at 33,860 Depending on Experience

Duration: CID

Hours: 39 hrs per week shift rota 07.00am – 9.00pm Monday to Sunday

Location: Open Access Service, Merchants Quay, Dublin 8.

Closing date: 31st July 2024

If you're interested in this role please click the link below to apply:

</merchants-quay-ireland/jobs/29327/project-worker-dublin-9>

<https://login.hirelocker.com/merchants-quay-ireland/jobs/29327/project-worker-dublin-9>

MQI is an equal opportunities employer

All roles within MQI are subject to Garda Vetting

Region

Dublin 8

Date Entered/Updated

27th Jun, 2024

Expiry Date

31st Jul, 2024

Source URL: <https://www.activelink.ie/vacancies/community/109201-merchants-quay-ireland-project-worker-open-access-services>