

Merchants Quay Ireland: Lead Project Worker – Riverbank Open Access Services (<https://www.activelink.ie/node/109202>)



Merchants Quay Ireland
Homeless & Drugs Services

Job Title: Lead Project Worker – Riverbank Open Access Services

Responsible to: Deputy Head of Operations and Service Delivery

Responsible for: Contributing to the day-to-day operation of the service and ensuring that it runs smoothly and in accordance with organisational policy and procedures

Reports to: Service Coordinator

Objective: To support the Service Co-ordinator to lead and work services team, working directly with service users as part of a team and to provide a safe, secure environment for all.

1.0 Operational Responsibility

- To support and assist the Service Co-ordinator in the delivery and development of service within the Open Access Service, ensure they run smoothly and in accordance with organisational procedures
- Work with all service users in a trusting and respectful manner in the provision of support, information, advice and advocacy services
- Deal with difficult or problematic situations in a sensitive manner and within the framework of the organisation's policies and record such incidents as appropriate.
- Maintain good and effective working relations with other agencies and stakeholders.
- Assist and support clients to access personal welfare, healthcare and accommodation support services via multi agency pathways and advocate where necessary.
- Deputise for the Services Coordinator when required.

2.0 Team Leadership

- To work as team leader, taking responsibility for regular and consistent communication, actively participating in all team meetings, and supporting the ethos of the Organisation
- To provide supervision and training to Project Workers as required by the Service Coordinator, ensuring that all staff are provided with the training and support required to effectively carry out their roles.
- Work within the policies of MQI, both organisation wide and project specific ensuring a consistent delivery of service and quality standards are adhered to in the project.
- Share responsibility to work cohesively where applicable with relief staff and volunteers for the delivery of this service and mentor to those who are working/volunteering in the service
- To assist in the recruitment, induction, management and retention of staff, volunteers, and placements.

3.0 Service Delivery

- Attend internal/external meetings, training and conferences as directed by the Service Coordinator
- Support the Service Co-ordinator in the delivery of effective day-to-day services to clients of the Open Access Drop-in Service.
- Work directly with Clients, rotating through service roles as required ensuring that client support plans are in place as necessary
- Subject to training, take on the role of Designated Liaison Person with respect to child protection concerns.
- While on duty ensure that the health and safety standards are adhered to in accordance with the organisation's

policies and raise any H&S issues with the Service Coordinator and/or the Deputy Head of Operations and Delivery Dublin.

- Support the team in the management of incidents and emergencies as they occur and bring them to satisfactory conclusion within the framework of MQI policies and to record details of such incidents as appropriate.

4.0 Data Management, Administration and Compliance

- Carry out administrative procedures in accordance with organisation policies in support of the Service Co-ordinator
- Oversee and manage the daily recording of client related data and statistics by the team to ensure accurate capture and recording of interventions in the Open Access Service
- Monitor and support staff and clients ensuring that all relevant documentation is completed, and that links are being made with the appropriate internal and external services.
- Ensure that all incident report and complaints are logged and recorded accurately and in a timely manner
- Recording data and preparation of reports, statistics and other information including training, compliance and risk that may be required by the Service Coordinator/Deputy Head of Operations and Delivery Dublin.

5.0 General

- Reporting to the Service Coordinator for individual support, supervision, performance appraisal working within the parameters of the MQI, HR and H&S policies and procedures
- To work directly supporting clients in the drop-in service and being available as an immediate support to the team.
- Have a flexible approach to the work in response to organisational change, development, and review of best practice. Work within the policies of MQI, both organisation wide and project specific in or ensure it is runs smoothly and in accordance with organisational procedures to ensure a consistent delivery of service and quality standards is adhered to in the project
- Rotate across daily roles within the service as required to meet operational requirements.
- Undertake any other duties as may be assigned from time to time, as within Open Access Services

Personal Specification

- A minimum QQI Third Level 7 Social Care qualification in a relevant social care field
- A minimum of two years' full time (or part time equivalent) experience working as a Project Worker in a low threshold environment with at least one of these years being within supervisory management/lead level/managing staff
- Ability to demonstrate strong interpersonal, communication and leadership skills within MQI and externally with the local community.
- Required to demonstrate ability to work under pressure and in an environment where service users have multiple complex needs.
- Ability to work on own initiative
- An excellent understanding of issues relating to problem drug use/homelessness including mental health concerns
- Capacity to develop constructive relationships with service users & team.
- Capacity to develop positive relationships with internal and external stakeholders.
- Must be able to demonstrate proficient IT skills including Microsoft Word, Excel, Powerpoint and a good knowledge of the CRM system for reporting purpose
- Skills & Experience in dealing with service performance evaluation, service development & change management desirable
 - Fulfilling and Challenging work

Contract: Fixed Term Contract, 6 Months

Hours: 39 Hours per week, Mon - Sun.

Location: MQI, Riverbank OAS, Merchants Quay.

Salary: €33860 to 39,525 + Lead Allowance. Pro Rata

Closing: 12th August 2024

If you are interested in applying for this position, please complete the application form at:

[/merchants-quay-ireland/jobs/29472/lead-project-worker-dublin](https://login.hirelocker.com/merchants-quay-ireland/jobs/29472/lead-project-worker-dublin)

<https://login.hirelocker.com/merchants-quay-ireland/jobs/29472/lead-project-worker-dublin>

What does MQI offer as an employer?

- Competitive Salaries

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

Management reserve the right to amend or change this job description as required. All posts at Merchants Quay Ireland are subjected Garda Vetting

Merchants Quay Ireland is an equal-opportunity employer.

Region

Dublin

Date Entered/Updated

27th Jun, 2024

Expiry Date

12th Aug, 2024

Source URL: <https://www.activelink.ie/vacancies/community/109202-merchants-quay-ireland-lead-project-worker-riverbank-open-access-services>