

Merchant's Quay Ireland: Community Engagement Worker **(<https://www.activelink.ie/node/109741>)**



Job Title: Community Engagement Worker

Service Medically Supervised Injecting Facility, Riverbank, Dublin

Report to: Community Engagement Lead Worker

Objective:

To work within the Merchants Quay mission by working as a collaborative community to reduce the harm caused by addiction and homelessness, minimising the impact of Merchants Quay services on the local community, including anti-social behaviour and community engagement

Main Responsibilities:

- Working jointly in collaboration with the Merchants Quay Open Access Services
- Cultivating positive relationships with internal and external stakeholders by:
 - Developing relationships with Gardai
 - Building relationships with neighbours, regular meetings and check-ins', addressing issues presented about MQI clients i.e., trespassing, public injecting, and loitering.
 - Building relationships with MQI client group, communicating, effectively, in a sensitive, non-judgement way.
 - Engage with MQI clients in dealing with challenging behaviour
- Being a visible presence on the street during operating hours of the service
- To upkeep/maintain the outside of the building, picking up litter and drug paraphernalia
- Street-based information and advice to our client group, referral to harm reduction and other appropriate services
- Carry out administrative procedures following organisation policies
- Recording data which will be used in the preparation of reports, statistics, and other information that may be required by management
- Attend external/internal meetings and training
- Have a flexible approach to the work in response to MQI change, development, and review of best practice
- To work as part of the team with regular and consistent communication, participating 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 the Service Coordinator/Lead Worker to ensure effective working relationships.
- Work within the policies of MQI, both organisation-wide and project-specific to ensure that a consistent delivery of service and quality standards are adhered to in the project.
- Participate in regular supervision
- To undertake projects as assigned
- Reporting to the MQI Community Engagement Lead Worker for individual support, supervision, and performance appraisal working within the parameters of the National Standards for Safer Better Healthcare, 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
- National Standards for Safer Better Healthcare

Please note that a compulsory rotation system will operate within the different areas/roles within the service i.e. advice and info, drop-in reception and door. You will be required as part of this role to participate in it once it is operational.

Person Specification

- A minimum Third Level 7 Social Care Qualification.
- A minimum of 12 months of full-time experience or part-time equivalent working in a similar low-threshold environment.
- Understand issues relating to National Standards for Safer Better Healthcare - an understanding of issues relating to (homelessness, mental health and substance misuse) MQI target group, their circumstances and vulnerability.
- Have experience in dealing with de-escalating difficult situations, including but not limited to managing challenging behaviour.
- Experience working in a security role would be an advantage

Salary: €33,860 to €37,980

Contract: Contract of Indefinite duration

Hours: 39 hours per week. Monday to Friday 9.00am to 12.00pm, 2.00pm to 4.00pm

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

Closing: 24th August 2024

If you are interested in this exciting role, please click the link below to apply:

</merchants-quay-ireland/jobs/29699/community-engagement-worker-dublin>

<https://login.hirelocker.com/merchants-quay-ireland/jobs/29699/community-engagement-worker-dublin>

Some benefits include:

- Sick Pay Scheme
- Minimum 23 days Annual Leave
- Defined Contribution Pension Scheme (after 6 months)
- Death In Service (from the commencement of employment)
- Learning and Development Programme
- Group VHI Scheme
- Paid Family Leave (Maternity, Paternity, Parental, Adoptive, Compassionate Leave, etc)
- Educational Assistance (Study and Examination Leave, Scholarship Foundation)
- Employee Assistance Programme (EAP)

Management reserves the right to amend or change this job description as required. This position is subject to Garda Clearance

Merchants Quay Ireland is an equal opportunities employer

Region

Dublin 8

Date Entered/Updated

23rd Jul, 2024

Expiry Date

24th Aug, 2024

Source URL: <https://www.activelink.ie/vacancies/community/109741-merchants-quay-ireland-community-engagement-worker>