

## **Dublin Simon Community: Outreach Support Worker** **(<https://www.activelink.ie/node/110438>)**



### **Outreach Support Worker**

#### **About Us**

At Dublin Simon Community, we are passionate about making home a reality. Our aim is to empower people to access and retain a home by providing housing, prevention, addiction treatment, emergency response, and other targeted interventions, through advocacy and partnership.

If you share our values and want to make a difference then apply for this role with Dublin Simon Community and join the team!

#### **About the job:**

**Contract Type** – Full time Permanent

**Working Hours** – 37.5 hours a week

**Salary:** 30.000€/year 30796€ after 6 months probation.

As a Support Worker, you'll provide high-quality service and work directly with clients to ensure the provision of outreach and engagement services to people rough sleeping in Dublin. You'll advocate for rough sleepers to access accommodation and other appropriate services. You'll report to the Outreach Service Manager. As well as our induction program, you will be provided with 10 training days throughout the year, ensuring you have the support and training to succeed in this role.

#### **Responsibilities:**

- Identify, conduct counts and monitor hot spots for rough sleepers and conduct assessments, supporting clients in securing accommodation, residential treatment, and access to medical services.
- Work within the case and care management systems and protocols, while meeting the needs of rough sleepers and being respectful and professional.
- Provide in-reach and out-reach to rough sleepers.
- Work as part of the wider outreach team to support clients, and liaise with the Housing First team on an ongoing basis.
- Respond and follow up on incidents.
- Implement and deliver harm reduction and mental health interventions and initiatives.
- Developing relationships with key stakeholders.
- Build resources and strong community relationships to improve the continuity of care.
- Maintain health and safety within the building and on the street.
- Assist in the running of the mobile health unit.
- Assessment and management of risks to ensure the protection of all clients.
- Manage the referral system so clients can access services quickly.
- Provide robust signposting service with referrals to relevant services.

#### **Essential for the role:**

#### **Qualifications:**

- NFQ level 7 qualification in a relevant field **and** 6 months relevant experience  
**Or**
- NFQ level 6 qualification in a relevant field **and** 1 year of relevant experience  
**Or**
- NFQ Level 5 qualification in health, community, or social care **and** 2 years relevant experience, including experience in a residential setting.
- Driving Licence.

### **Skills & Personality Requirements:**

- A Passion for helping people
- Flexibility to work in an agile environment
- Willingness to learn
- Experience in carrying out Health & Safety inspections and audits

### **Core Competencies of all Dublin Simon Staff:**

- Commitment to providing the highest levels of quality service
- Relating with respect and compassion
- Promoting diversity and equality
- Providing quality person-centered service
- Communicating effectively
- Resilience, positive outlook openness to change
- Maintaining a safe and secure environment
- Promoting health and wellbeing
- Promoting person-centered care
- Building working relationships
- Effective professional practice, planning, organising, and problem-solving.

### **Benefits to working with Dublin Simon Community:**

- 25 days annual leave
- 5% matched contribution to your pension
- Paid Sick Leave Policy
- Paid Maternity Leave Policy
- Bike to Work Scheme
- Commuter Travel Tax Savers Ticket
- 1st-week Comprehensive Training
- Progression Opportunities

Please note, if you are unsure of any of the requirements, contact the Recruitment Team on **(01) 635 4860** (Tel:016354860)

Shortlisting will be in progress throughout the period that the vacancy is live, so you may be called for interview and/or the vacancy may be filled before the closing date.

**<https://candidate.hr-manager.net/ApplicationForm/SinglePageApplicationForm.aspx?cid=1543&departmentId=19033&ProjectId=144221&MediaId=4620>**

Application due date: **29/09/2024**

For queries relating to this position please telephone **(01) 635 4860** (Tel:016354860)

#### **Region**

Dublin

#### **Date Entered/Updated**

23rd Aug, 2024

#### **Expiry Date**

29th Sep, 2024

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