

## **Merchants Quay Ireland: Project Worker, Open Access Service** **(<https://www.activelink.ie/node/112706>)**



### **Job Title: Project Worker, Open Access Service**

**Responsible to:** Open Access Service Co-Ordinators / or 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 organisation procedures.

**Reports to:** Open Access Service Co-Ordinators

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

Within the Open Access Services, there are number of services/client activities which result in several different daily roles within the service, you will be required to undertake whatever daily role is assigned to you to meet our operational requirements.

### **Main Duties/Responsibilities**

- Ensure smooth daily operations: Contribute to the day-to-day running of services, adhering to organisational procedures to ensure efficient and consistent care delivery.
- Provide quality support: Perform tasks as directed to guarantee that clients receive high-quality, safe, and appropriate support tailored to their individual needs. Appropriately risk assess and engage in one-to-one supports/lone working/group facilitation with clients where appropriate.
- Adopt a trauma-informed environment: Promote and maintain a trauma-informed culture that is sensitive to clients' experiences and needs. Developing respectful, trusting relationships with all clients, handling challenging situations with care while preserving their dignity.
- Supporting clients through the process of regaining their capacity for daily life and reintegrating into their communities
- Collaborate effectively as a team member: Work closely with colleagues to ensure smooth operations, effective communication, and consistent service delivery.
- Adhere to organisational policies: Follow the procedures of MQI (Merchants Quay Ireland) to maintain high standards of service delivery.
- Ensure policy compliance: Consistently uphold and enforce policies regarding service delivery, health and safety, confidentiality, and quality standards.
- To be involved in the preparation of reports, statistics and other information that may be required by the Open Access Service Co-Ordinators and/or Head of Operations and Service DeliveryDublin.
- Administrative duties: Perform required administrative tasks in compliance with organisational procedures.
- Perform other duties as required: Take on additional responsibilities and training as required by the Open Access Service Co-Ordinators as necessary to ensure the ongoing success and flexibility of the service.
- Have a flexible approach to the work in response to organisational change, development and review of best practice
- Share responsibility to work cohesively with Volunteers for the delivery of services and to act as a mentor to those who are volunteering in the service.
- Reporting to the Open Access Service Coordinators for individual support, regular supervision, and performance appraisal

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

### **Person Specification**

The ideal candidate for this post will have:

## **Essential:**

- Relevant third-level qualification in social work and at least one-year full time or equivalent experience of working within low-threshold services.
- Have an understanding of the issues relating to addiction issues, homelessness and mental health, and experience of client work in these areas, and the interventions required
- Possess strong interpersonal skills

## **Desirable:**

- Good Knowledge of relevant legislation, policy and practice regarding homelessness and/or drug use.
- Experience in Key working and care planning.
- Experience working with clients with multiple needs
- Experience working with homeless-specific databases and reporting.

The successful candidate will cover roles such as but not limited to, monitoring specific locations within the service for possible overdoses, work with clients on a one-to-one basis and delivery sanctions to those deemed suitable for interventions. You will work directly with clients, to provide a safe, secure environment, respond appropriately to their needs and enable them to maximize their potential and move out of addiction/homelessness.

## **Benefits**

- Sick Pay Scheme (following the probationary period)
- Minimum 23 days Annual Leave plus one Good Will Day
- Defined Contribution Pension Scheme (after the probationary period)
- Death In Service Benefit (from commencement of employment)
- Learning and Development programme
- Bike to Work Scheme
- Paid Family Leave (Maternity, Paternity, Adoptive, Force Majeure and Compassionate Leave)
- Educational Assistance (Study and Examination Leave, scholarship foundation)
- Employee Assistance Programme (EAP)

**Contract:** Full time Contract of Indefinite Duration

**Location:** Merchants Quay Open Access Service – Dublin 8

**Salary:** Starting €33,860, depending on experience

**Hours:** 39 hours weekly

**Days:** Monday to Sunday

## **Additional Information:**

- Management reserves the right to amend or change this job description as required.
- This position is subject to Garda Vetting Clearance and background checks.
- Merchants Quay Ireland is an equal opportunity employer.

## **Equality, Diversity, and Inclusion (EDI):**

Merchants Quay Ireland is committed to creating a diverse and inclusive workplace that values and respects all individuals. We believe in the strength that diversity brings to our team and are dedicated to promoting equality of opportunity and fostering a culture of inclusion.

We welcome applications from all sections of the community and strive to ensure our recruitment process is inclusive and free from bias.

Our commitment to EDI is reflected in our policies and practices, ensuring a supportive environment where everyone can thrive and contribute to their fullest potential.

## Application Process:

If you are interested in this exciting role, please click the link below to apply by the **10th of March 2025**:

<https://login.hirelocker.com/merchants-quay-ireland/jobs/30979/project-worker-dublin>  
(<https://login.hirelocker.com/merchants-quay-ireland/jobs/30979/project-worker-dublin>)

### Region

Dublin 8

### Date Entered/Updated

16th Dec, 2024

### Expiry Date

16th Feb, 2025

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