

# **IPAS Services: Social Care Reception Officer** **(<https://www.activelink.ie/node/114743>)**

## **Social Care Reception Officer**

**Starting 40K negotiable**

**Hours 30-40 hours flexible**

**Location: one post in Cork City and one in Glounthaune Cork**

### **Roles and responsibilities**

A Reception Officer in IPAS (International Protection Accommodation Services) plays a crucial role in ensuring the smooth operation of accommodation centres for individuals seeking international protection. Their responsibilities focus on resident support, safety, and compliance with national standards.

#### **1. Resident Support & Welfare**

- Act as the first point of contact for new residents, ensuring they receive an appropriate welcome and induction.
- Conduct vulnerability assessments and needs-based screenings to identify individuals requiring additional support.
- Assist residents with orientation, explaining house rules, policies, and available services.
- Provide ongoing support, directing residents to services such as healthcare, education, legal aid, and community groups.
- Maintain confidential records on resident needs, concerns, and accommodations provided.
- Ensure access to translation services where necessary to facilitate effective communication.

#### **2. Compliance & Record-Keeping**

- Ensure all admissions and room allocations align with the centre's room allocation policy and residents' needs.
- Maintain accurate documentation on all interactions with residents, including special requests, complaints, and incident reports.
- Adhere to national standards and IPAS policies, ensuring compliance with human rights-based approaches in service delivery.
- Monitor and report any safeguarding concerns, ensuring Child First and Safeguarding Vulnerable Adults policies are followed.

#### **3. Incident & Complaint Handling**

- Record and manage informal complaints, escalating formal complaints in line with IPAS complaints policies.
- Support the implementation of incident management procedures, ensuring incidents are logged, reviewed, and followed up appropriately.
- Assist in conflict resolution, promoting a safe and respectful environment for residents.

#### **4. Coordination with Service Providers**

- Liaise with healthcare providers, social workers, community welfare officers, and legal services to ensure residents receive appropriate supports.
- Work with centre management and external agencies to facilitate interventions for vulnerable residents.
- Assist with transfers and accommodations for residents moving between centres, ensuring continuity of support.

#### **5. Safety & Emergency Procedures**

- Ensure residents are aware of emergency protocols and fire safety measures within the centre.
- Conduct health and safety checks, reporting any risks or hazards to management.

- Respond appropriately to emergency situations, such as medical emergencies, security threats, or safeguarding concerns.

## 6. Community Engagement & Wellbeing Initiatives

- Promote integration activities, such as language classes, community events, and workshops.
- Provide information leaflets on available community supports, activities, and education programs.
- Support residents in developing independence, signposting opportunities for self-improvement and well-being.

## Key Skills Required:

- Social Care Degree or equivalent
- Strong knowledge of HIQA national standards
- Strong interpersonal and communication skills
- Ability to handle sensitive and confidential information
- Knowledge of asylum processes, safeguarding, and national standards
- Conflict resolution and crisis management skills
- Cultural awareness and ability to work with diverse populations
- Strong record-keeping and administrative abilities

**Apply by emailing CV to [aishlingstack@gmail.com](mailto:aishlingstack@gmail.com) (<mailto:aishlingstack@gmail.com>)**

### Region

Cork

### Date Entered/Updated

28th Mar, 2025

### Expiry Date

28th May, 2025

---

**Source URL:** <https://www.activelink.ie/vacancies/civil-liberties-human-rights/114743-ipas-services-social-care-reception-officer>