



Job title:	Caseworker Midwest
Location:	Limerick, covering Midwest Region (Clare, Limerick City and County, North Tipperary).
Reports to:	Regional Manager
Purpose:	The post holder will be responsible for providing a holistic person-centred approach to care and case management for service users who have been impacted by prostitution and human trafficking for the purpose of sexual exploitation, including engaging in assertive outreach in collaboration with other service providers as well as in-reach to service providers.
Contract	Permanent. 35 hours per week Monday to Friday. Generally 9-5pm with one day at least 11-7 in line with the needs of the service.
Salary:	A competitive salary applies.

**KEY DUTIES & RESPONSIBILITIES:**

- Work alongside the Regional Manager to develop and expand Ruhama’s presence in the Midwest region, establish outreach to identified target groups in the region and deliver in-reach to service providers supporting identified target groups.
- To build upon the existing network of partners and agencies in the region while representing and promoting Ruhama’s services in the Midlands region.
- Using the care and case management approach carry out initial assessments of need, comprehensive assessments of need, develop care plans based on needs, review care plans of all service users.
- Implement care plans and review as per case management protocols including providing referral pathways and shared care planning for all service users engaged in casework.
- Deliver evidence-based crisis and brief interventions, practical supports, signposting and casework directly to service users.
- All care and support to be delivered using a trauma informed approach.
- Empower service users and advocate on their behalf.
- Liaise with community, voluntary, and statutory services to ensure service users needs are supported.
- Identify potential gaps to progression for service users and problem solve in conjunction with other stakeholders.
- Where a need is identified, accompaniment and support individuals with appointments to other services i.e. GP’s, Gardaí, court visits etc.
- Document all work on salesforce as per policy and assist in the audit and monitoring of all casework, in-reach and outreach work.
- Attend organisational practice team meetings, organisational and external meetings as required and participate in shared working practices.
- Keep up to date with gender-based sexual violence developments nationally.

- Maintain service user records, including CRM system (Salesforce), and produce standard monthly and quarterly reports.
- Work as a team member to develop and fulfil the Mission and Vision of Ruhama.
- Be vigilant of any health, safety and welfare risks in the workplace and bring any concerns to the attention of your line manager or Health & Safety Officer.
- Be aware of the Children's First Guidelines, and Vulnerable Adult and Child Protection Policy in Ruhama and bring any concerns to the attention of the DLO (Designated Liaison Officer).
- Attend supervision on a regular basis with line manager.
- Comply with all Ruhama policies and procedures.
- Perform any other duties assigned or delegated by their line manager.

## **PERSON SPECIFICATION**

The person specification sets out the essential abilities and qualities needed by the successful candidate for this post.

### **Qualifications**

- A relevant third level qualification e.g., social studies, addiction, nursing, counselling, psychology or related field is essential.

### **Experience**

#### Essential

- Minimum of 3 years' experience in a frontline setting, working with vulnerable cohorts with complex and multiple needs.
- Experience of case management model and protocols.
- Experience working in liaison with other agencies within the community, voluntary and statutory sectors.

#### Desirable

- Experience and some understanding of related issues including homelessness, addiction and the asylum process.
- Experience of Salesforce including developing reports.
- Language skills (other than English).

#### Knowledge

- Knowledge of the issues facing asylum seekers, refugees, and migrants, in particular, women.
- Knowledge of the impact of prostitution on individuals physical, emotional, and psychological wellbeing and development.
- Knowledge and understanding of a trauma informed approach.
- Insight into issues affecting individuals who have been exploited in the sex trade.
- Knowledge and understanding of gender-based violence.
- Knowledge of the rights and entitlements of individuals working in the sex trade in Ireland.
- Demonstrates working knowledge of the complexities faced in delivering services to individuals with complex needs.
- A working knowledge of healthcare and practical supports available.

## Skills and Abilities

- Demonstrates ability to respond to crisis situations appropriately.
- Excellent spoken and written English language skills
- Excellent communication and inter-personal skills.
- Demonstrates effective problem solving and decision-making skills.
- Ability to effectively multitask and manage competing deadlines.
- Demonstrate competence and professionalism in order to carry out the duties and responsibilities of the role.
- Ability to manage challenging behaviour and issues.
- Ability to advocate on behalf of service users.
- Proven ability to use own initiative and work as part of a team.
- High motivation and enthusiasm with a positive attitude and flexible in response to organisation change & development.
- Ability to maintain confidentiality within the guidelines and policies of Ruhama.
- Excellent report writing and IT skills.
- A strong interest in the area of social justice & human rights.
- To develop and maintain effective working relationships with other agencies, using an interagency approach.

## Other

- Availability for flexible rostered working hours is essential i.e. morning/evening work.
- Regular travel to Dublin office is required.
- Full Clean Irish driving licence and access to a car is essential.
- Garda Vetting will apply.

**Ruhama is an equal opportunities employer**