

Role Profile

Common Points for all Roles

Specific role profiles have been developed for each role in Cork Simon Community which outline the objective, key tasks, performance indicators and skills required. Cork Simon Community requires that any person who wishes to work, in any capacity, within the Community should also know and observe our values and practice including:

- Encourage community members to participate in the community.
- Understand the empowerment model and implement it.
- Understand and observe Health and Safety standards and practices.
- Adhere to boundaries, respect confidentiality etc.
- Maintain Professional and Ethical standards of Practice.
- Participate in the development and implementation of best practice community policy, practices and procedures.
- Promote equal opportunity policies.
- Attend and be punctual when scheduled for attendance.
- Attend and participate in team and Community meetings.
- Attend and participate in Training.
- Be flexible in providing cover in other community projects when the need arises.
- Be empathetic when dealing with people in personal crisis.
- Maintain good Self Care and manage their time well.

Role Title: Project Worker

Project: Cork County Housing First Service

Objective: Support people who are sleeping rough and/or experiencing long-term and multiple exclusion homelessness to move into secure, permanent housing at the earliest opportunity, without preconditions for sobriety or treatment compliance. Support people prior to, during, and following their move through Key Working and Case Management to build their capacity to meet their goals, address their support needs, and sustain their housing.

Key Tasks:

Making Contact:

- Work collaboratively with colleagues in homeless services, the Local Authority, HSE and other agencies to identify, prioritise, establish and maintain contact with people in Cork who are sleeping rough and/or experiencing long-term and multiple exclusion homelessness.
- Use Assertive Engagement without coercion and assertive outreach skills to encourage those within the target group to engage with the Cork County Housing First Service, including those who may be initially resistant or hard to reach.
- Advise people of the supports available through the Housing First Service and how Housing First differs from other approaches.
- Signpost people to lower intensity or more appropriate services where necessary.
- Ensure consent for record-keeping, information-sharing, referral and advocacy prior to proceeding with any of those activities.

Housing Assessment, Access and Allocation:

- Assess the urgency of the person's housing need by use of agreed tools for prioritisation consisting of the Cork Kerry Key work, care planning and case management protocols.
- Identify any risks to the person or to others which would eliminate a particular area or type of housing or which would require the implementation of a plan to minimise risks.
- Establish what housing options will be available to the person by determining the person's eligibility for Local Authority allocations, RS/HAP/RAS housing assistance, and Social Welfare payments, and facilitate participants in accessing same.
- Wherever possible, offer people choices in terms of housing allocations, and honour their decisions and right to self-determination.
- Communicate with team members, including Team Leader and Head of Housing, to make recommendations around allocations and to advise of any concerns arising.
- Adhere to the Housing First approach to allocations, which does not impose preconditions relating to sobriety, treatment compliance, or wellness, and which includes a commitment to the re-housing of participants whose tenancies have broken down.
- Provide general housing information and advice to the participant and facilitate access to mainstream or specialist housing information and advice.
- Support participants in identifying housing preferences and options
- Advocate / liaise with DSP and LA to facilitate application processes for housing.
- Organise and attend viewings of housing available.
- Act as liaison with landlords, explaining lease agreements, rights and responsibilities, managing tenancies in crisis, explaining of the Residential Tenancies Act as needed.
- From initial contact and prior to tenant move arrange handovers from the previous keyworker or outreach team to include the Housing First multi-disciplinary team.

Key Working, Support Plans and Intensive Case Management:

- Work with each service user / tenant and with colleagues within the Cork County Housing First Team to identify areas for support which may include: Physical and Mental Health, Independent Living Skills, Substance Use / Addiction Support, Education, Employment and Training goals, Family / Child Contact and other issues which impact upon the person's well-being and housing stability.
- Liaise with the Health Care Coordinator / Clinical Nurse Managers within the Cork County Housing First Team to develop a shared care plan appropriate to the expressed wants and assessed needs of each person on the caseload.
- Work with the tenant, health specialist colleagues within the Cork County Housing First Team, and other agencies and specialist supports, to devise and regularly review support plans with the understanding that the type, level and duration of support provided should be determined by the tenant.
- Identify other agencies that the person is involved with for support and, with permission, make contact with them in order to establish a shared care, Case

Management approach. Where appropriate and as agreed within the Cork County Housing First Service team, take on the Case Manager role in relation to the shared support plan.

- As Case Manager, organise and lead inter-agency meetings as appropriate to support and progress the shared support plan.
- As Key Worker, attend and actively participate in inter-agency meetings called by other Case Managers, to support and progress the shared support plan.
- Use skills such as motivational interviewing, harm reduction, recovery orientated & trauma informed approaches to work with the person toward considering options for positive changes.
- Facilitate and encourage access to both specialist and mainstream services and supports.
- Provide assistance in form filling, medical card, social welfare benefits and housing entitlements.
- Provide home visiting (where possible in the context of risk assessment) and carry out practical support as needed to help the person to build independent living skills and coping strategies as needed.
- Work with the person according to their wishes and preferences to maintain and/or build a social network / contacts and relationships with family and friends
- Assist people in building their capacity, competence, and confidence in meeting their own personal needs: e.g. personal hygiene, cooking skills, laundry, budgeting, diet and healthy living, managing living space, sexual health etc.
- Assist and advise the participant in building positive relations with neighbours including avoidance or resolution of disputes.

Addressing problems and tenancy breakdown

- Ensure that tenants know their rights and responsibilities, are familiar with the Residential Tenancies Act (RTA) and make informed decisions regarding actions which may threaten their tenancy.
- Work closely with the tenant as well as with team members, specialist staff, supervisor, landlord, tenancy management teams from Cork Simon & Focus Ireland and other support agencies as appropriate to identify issues which may threaten the person's housing stability and to coordinate a plan to address those issues.
- Support the person through difficulties and advocate for his/her needs while working proactively to maintain positive links between Cork Simon Community and property owners, neighbours, and other voluntary and statutory services.
- In the event that a tenant loses his/her housing, continue to work with the person according to his/her support plan, and work toward re-housing at the earliest opportunity. When appropriate, review the circumstances leading to housing loss with the person and agree a plan to prevent tenancy breakdown in the future.

Induction to Accommodation:

- Visit properties with prospective tenants. Where the housing provider may include (Cork Simon, Local Authority, Clúid Housing, Respond Housing, PMVT and Focus Ireland)

within the South West Region Housing First Service, ensure that housing is of a good and clean standard at viewing / move-in and has all essential household and safety equipment. Where the housing provider is another approved housing body or a private landlord, assist the tenant in constructively addressing any concerns about the standard or safety of the property.

- Ensure that each tenant is issued with a tenant handbook and is introduced to all features and systems of the property (e.g. heating, fuse box, water and gas shut-off valves etc.). Ensure that the tenant has induction meetings with the prospective tenancy management team.
- Assist the person in gaining familiarity with the local area, shops, cafes, etc., and relevant transport routes.
- Liaise with Housing Specialist staff (e.g. Accommodation Finder, Housing Officer) to ensure that the tenant is familiar with his or her rights and responsibilities under the tenancy agreement, and the processes for addressing any issues that arise.
- Advise of Fire & Health & Safety equipment and regulations etc.
- Explain the model of service and the roles and responsibilities of the staff and tenants.

Accommodation:

- Advocate with external agencies for the provision of appropriate housing.
- Liaise with housing specialist within the Cork County Housing First Team, and with property management staff in Cork Simon, Clúid Housing, Respond Housing, PMVT and Focus Ireland, to ensure that any tenancy issues or maintenance problems are reported and addressed efficiently.
- Support tenants in maintaining positive relationships and communication with landlords and neighbours.
- Adhere as closely as possible to the principle of separation of housing and support functions within available resources, while maintaining flexibility to carry out duties where necessary to support tenants in maintaining tenancies.

Finance:

- Account for petty cash and record receipts for any money spent
- Work with Housing Officers and administrative colleagues to address any rent arrears or issues around payment
- Ensure uptake of correct benefits and entitlements.

Record Keeping:

- Maintain accurate, objective, professional and up to date records tenant's files
- Generate the required statistics for the Cork County Housing First Service
- Maintain current records on PASS and InForm for everyone in your caseload.
- Provide weekly, monthly, quarterly or annual reports as requested by Team Leader, Project Manager, Director/ Board of Directors and/or Statutory funders.

- Engage with and support the evaluation of the project as required.

Team Work:

- Work as part of a team to reach the overall objectives of the Cork County Housing First service, while managing own caseload.
- Collaborate and consult with specialists within the team when addressing relevant issues such as substance use and health needs.
- Support the work of colleagues within the Cork Region Housing First Team by providing double cover, holiday and sick leave cover, support and advice, and flexibility in meeting the shared goals of the service.
- Help to develop best practice and work within these guidelines.
- Comply with Team Leader guidance re: implementing NQSF National Quality Standards Framework)
- Provide Supervision to appropriate staff members and volunteers as requested.
- Carry out any other appropriate work as requested by the supervisor.
- Provide cover in other projects as necessary
- Participate in, and report to, daily & weekly team meetings, service delivery meetings, service operational meetings, service development meetings, case management & key work meetings, review meetings and case conferences.
- Attend internal and external meetings, team meetings, working groups and planning days.
- Develop and maintain positive and mutually beneficial work relationships and partnerships with other agencies, both voluntary and statutory ensuring good communication and minimise obstacles to support, services, and accommodation.

Health & Safety:

- Staff must make themselves aware of health & safety policies affecting the workplace and to conform to regulations regarding safe practices and the use of safety equipment.
- Comply with no smoking rules, use of protective clothing, glasses, gloves or footwear etc. where deemed necessary by the employer.
- Comply with all health & safety standards and work with due regard their own safety and the safety of others.
- Participate in courses pertaining to health & safety and manual handling.
- Ensure up to date Children First training and take action where necessary, including liaising with Social Workers and making Child Protection reports.

Fire Safety:

- Ensure familiarity with fire equipment and evacuation procedures in all properties.
- Show new tenants how to locate and use fire equipment, all routes out of the property, and how to contact emergency services as part of the induction for new tenants.
- Support the Housing Officers and other staff, or fill in as needed, to ensure fire safety as a top priority across all locations.

Personal Development:

- Participate in supervision meetings and communicate with supervisor about any difficulties or challenges in the role.
- Attend trainings as advised by supervisor or statutory funders.
- Engage with any training programmes re: CPD – Continuous Professional Development
- Engage in reflective practice to ensure learning from challenging situations.

Key Performance Indicators:

- The meeting of Cork County Housing First Service targets as outlined in the Service Level Agreement between Cork City Council and Cork Simon Community.
- Moves from Long Term / Multiple Exclusion Homelessness into Housing
- Housing Retention Rates
- Responsiveness to tenants' changing needs and challenges
- Continued engagement with participants whose tenancies have broken down
- Successful rehousing of tenants where tenancies have broken down
- Positive participant feedback
- Positive relationships with Landlords / Property Owners / Approved Housing Bodies
- Positive relationships with colleagues, and with other statutory and voluntary agencies
- Critical incidents managed successfully
- Accuracy & quality of records and statistics
- Demonstrated commitment to the Housing First / rights based approach
- Active participation in training, team meetings, planning, problem solving
- Successful collaboration with and support to colleagues in various roles

Skills Required:

- As per Personal Specification

Supervisor: South West Housing First Team Leader

PERSONAL SPECIFICATION

Project Worker – Cork County Housing First Service

Specification	Essential	Desirable
Knowledge	<input type="checkbox"/> Social Exclusion <input type="checkbox"/> Complex Support Needs <input type="checkbox"/> Challenging behaviour <input type="checkbox"/> Advice and Information Provision <input type="checkbox"/> Homeless Services	<input type="checkbox"/> Homelessness and Housing Policy
	<input type="checkbox"/> Drugs/Alcohol and addiction <input type="checkbox"/> Cycle of relapse and recovery <input type="checkbox"/> Harm reduction <input type="checkbox"/> Motivational Interviewing <input type="checkbox"/> Trauma Informed Care <input type="checkbox"/> Key Work, Care Planning & Case Management Skills.	<input type="checkbox"/> Range of responses, treatment models and addiction services <input type="checkbox"/> Recovery orientation
	<input type="checkbox"/> Mental illness and recovery <input type="checkbox"/> Social welfare system	
	<input type="checkbox"/> Housing Assistance Structures – Rent Supplement/HAP/RAS <input type="checkbox"/> Homeless Prevention	Housing Referral processes – local Approved Housing Bodies
	<input type="checkbox"/> Relevant benefits and services, e.g. for older people, people with disabilities etc., and how to access them	
	<input type="checkbox"/> Good Care and Case Management Practice including: <ul style="list-style-type: none"> - Non-Judgemental Approach - Confidentiality - Needs, client led <input type="checkbox"/> Good boundaries	
	<input type="checkbox"/> Health and Safety	Lone Working Risk Management
	<input type="checkbox"/> Housing First / Housing Led ethos and programme characteristics <input type="checkbox"/> Cork Simon ethos and values	
Skills	<input type="checkbox"/> Very strong organisational skills, time management, work planning <input type="checkbox"/> Advice and Information provision, Advocacy <input type="checkbox"/> High Level of Communication Skills <input type="checkbox"/> Interpersonal Skills <input type="checkbox"/> Listening Skills <input type="checkbox"/> Care Planning/assessment /Case Management/key working <input type="checkbox"/> Record Keeping/report writing <input type="checkbox"/> Problem solving/decision making <input type="checkbox"/> Developing rapport with service users <input type="checkbox"/> Handling challenging behaviour in an appropriate way <input type="checkbox"/> Conflict resolution/negotiation <input type="checkbox"/> IT skills <input type="checkbox"/> Motivate, facilitate and empower <input type="checkbox"/> Risk Assessment <input type="checkbox"/> Crisis Intervention	PASS/InForm system
Ability	<input type="checkbox"/> To work under pressure <input type="checkbox"/> To work as part of a team <input type="checkbox"/> To keep statistics	

	<input type="checkbox"/> To liaise with addiction specialists / treatment centres / Social work/health professionals and other bodies	
	<input type="checkbox"/> To empathise	
	<input type="checkbox"/> To take direction	
	<input type="checkbox"/> To work independently and self-motivate	
	<input type="checkbox"/> To self-care	
	<input type="checkbox"/> To keep clear, objective and professional records	
	<input type="checkbox"/> To be flexible in working to meet the broader goals of the team and the organisation outside of individual case load.	
Experience	<input type="checkbox"/> Case Management and Key Working	
	<input type="checkbox"/> Relevant experience in a voluntary/statutory agency working with marginalized groups' e.g. homeless people, prisoners, ex-prisoners, care leavers, travellers, addiction & mental health issues.	<input type="checkbox"/> Previous experience of working with people sleeping rough, long-term homeless, and with complex support needs
	<input type="checkbox"/> Previous experience of working in a homeless service	
	<input type="checkbox"/> Experience in an advocacy and referral role	
	<input type="checkbox"/> Working with people with addictions including those with mental health issues / dual diagnosis	
Qualifications	<input type="checkbox"/> Third level qualification in a relevant field	<input type="checkbox"/> Housing First training
	<input type="checkbox"/> Drug and alcohol training	<input type="checkbox"/> Training in mental health issues
	<input type="checkbox"/> First Aid	<input type="checkbox"/> Safer injecting training
		<input type="checkbox"/> Certificate in Addiction Studies (MQI, Arbour House or equivalent)
		<input type="checkbox"/> Training in case management/key working
		<input type="checkbox"/> Naloxone Training
	<input type="checkbox"/> Full clean driving licence and access to a car	
Personal Attributes	<input type="checkbox"/> Personal belief in rights-based housing provision, recovery orientation, Cork Simon Community's ethos and the Housing First approach	
	<input type="checkbox"/> Non-judgemental understanding of addiction	
	<input type="checkbox"/> Belief in the potential of recovery for people of diverse backgrounds, challenges and personal circumstances	
	<input type="checkbox"/> Use own initiative	
	<input type="checkbox"/> Flexible to meeting the needs of the service	
	<input type="checkbox"/> Sensitive, Patient	
	<input type="checkbox"/> Creative Problem Solver	
	<input type="checkbox"/> Reliable, Punctual	
	<input type="checkbox"/> Assured Manner, Confident	
	<input type="checkbox"/> High Tolerance Level	
	<input type="checkbox"/> Mature Approach	
	<input type="checkbox"/> Integrity	
	<input type="checkbox"/> Honesty and trustworthiness	
	<input type="checkbox"/> Adaptability	

ADDITIONAL INFORMATION

Job Title	Project Worker – Cork County Housing First Service as part of a working hub with Cork City / Region Housing First Service.
Contract	6-month fixed term contract with possibility of extension
Location	Office Hub, Marina Commercial Park, Centre Park Rd, Cork. With travel across Cork County.
Number of hours/days per week	39 hours per week Monday to Thursday 9am – 6pm and Friday 9am – 5pm, with evening and weekend work as required.
Breaks	Daily break(s) of 60 minutes (unpaid) in total
Annual Leave	5 weeks annual leave per annum
Salary	Salary scale in place – maximum starting point is Point 2 dependant on experience. Point 1 €36,932 Point 2 €38,490
Closing date	12 noon, Thursday 1 May 2025