

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 Cork Simon's values and practice including:

- Attend and be punctual when scheduled for attendance.
- Be flexible in providing cover in other community projects when the need arises.
- Attend and participate in training.
- Attend and participate in team and Community meetings.
- Understand and observe health and safety standards and practices.
- Maintain good self-care and manage your time well.
- Adhere to boundaries, respect confidentiality etc.
- Maintain professional and ethical standards of practice.
- Be empathetic when dealing with people in personal crisis.
- Encourage Community members to participate in the Community.
- Understand the empowerment model and implement it.
- Participate in the development and implementation of best practice community policy, practices and procedures.
- Promote equal opportunity policies.

Role Title: Project Worker / Case Manager

Project: South West Region Housing First Service (County Kerry)

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 Kerry who are sleeping rough and/or experiencing long-term and multiple exclusion homelessness.
- Use Assertive Engagement and outreach skills to encourage those within the target group to engage with the South West Region 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:

- 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 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 interagency partners and internal line management, 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.
- Organise and attend viewings of housing available.

Key Working, Support Plans and Intensive Case Management:

- Work with each service user / tenant and with colleagues within the South West Region 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 (CNS) within the 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 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 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 to work with the person toward considering options for positive changes

- Ensuring that the housing care / support plan is drawn up and implemented, regularly reviewed and appropriate to the current needs
- Providing a visitation programme to the tenant and such programme to be as intense as is required, depending on the needs identified
- Facilitate and encourage access to both specialist and mainstream services and supports.
- Provide assistance in form filling, medical card, social welfare benefits, housing entitlements.
- Provide home visiting 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.
- Assisting the tenant with security, maintaining safety, arranging minor repairs and servicing in addition to use of domestic appliances.
- Work closely with the tenant as well as with team members, specialist staff, supervisor, landlord 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 Simon Community / Focus Ireland 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 is one of the partner NGO agencies (Cork Simon and Focus Ireland), 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 the Local Authority, liaise with the housing provider around any concerns and assist the tenant in constructively addressing issues.

- 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.).
- Assist the person in gaining familiarity with the local area, shops, cafes, etc., and relevant transport routes.
- 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:

- Work with colleagues responsible for housing acquisition and delivery to ensure the delivery of the target number of units for the Kerry Housing First service. View properties and engage constructively with the acquisition process as requested.
- Advocate with external agencies as appropriate for the provision of appropriate housing
- Liaise with property management staff in Simon, Focus Ireland, Kerry County Council or other providers 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:

- Ensure that all data collection, processing and controlling is consistent with GDPR requirements
- Maintain accurate, objective, professional and up to date records in tenant's files
- Generate the required statistics for the Kerry Housing First Service
- Maintain current records on PASS for everyone in your caseload.
- Provide weekly, monthly, quarterly or annual reports as requested by Team Leader, Project Manager, Director/ BOD and/or Statutory funders.
- Engage with and support the evaluation of the project as required.

Teamwork:

- Work as part of a team to reach the overall objectives of the South West Region 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 South West 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.
- Participate in, and report to Homeless Action Team meetings as requested.
- Help to develop best practice and work within these guidelines.
- Provide Supervision to appropriate staff members and volunteers as requested.
- Carry out any other appropriate work as requested by the supervisor.
- Participate in, and report to, weekly team meetings
- 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 in reflective practice to ensure learning from challenging situations.

Key Performance Indicators:

- The meeting of Kerry Housing First Service targets as outlined in the National Implementation Plan and Service Level Agreement.
- 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

Supervisor: Team Leader, South West Region Housing First Service

Personal Specification

Specification	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> <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"/> Drugs/Alcohol and addiction <input type="checkbox"/> Cycle of relapse and recovery <input type="checkbox"/> Harm reduction <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 <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"> <input type="checkbox"/> Non-Judgemental Approach <input type="checkbox"/> Confidentiality <input type="checkbox"/> Needs, client led <input type="checkbox"/> Good boundaries <input type="checkbox"/> Health and Safety <input type="checkbox"/> Housing First / Housing Led ethos and programme characteristics <input type="checkbox"/> Cork Simon ethos and values 	<ul style="list-style-type: none"> <input type="checkbox"/> Homelessness and Housing Policy <input type="checkbox"/> Range of responses, treatment models and addiction services <input type="checkbox"/> Recovery orientation <input type="checkbox"/> Housing Referral processes – local Approved Housing Bodies <input type="checkbox"/> Lone Working Risk Management
Skills	<ul style="list-style-type: none"> <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 	<ul style="list-style-type: none"> <input type="checkbox"/> PASS system

Ability	<ul style="list-style-type: none"> <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"/> Empathise <input type="checkbox"/> To take direction and self-care <input type="checkbox"/> To work independently and self-motivate <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	<ul style="list-style-type: none"> <input type="checkbox"/> Case Management and Key Working <input type="checkbox"/> Work within a voluntary/statutory agency working with marginalized groups e.g. homeless people, prisoners, ex-prisoners, care leavers, travellers <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 	<ul style="list-style-type: none"> <input type="checkbox"/> Previous experience of working with homeless people <input type="checkbox"/> Previous experience of working with people sleeping rough, long-term homeless, and with complex support needs
Qualifications	<ul style="list-style-type: none"> <input type="checkbox"/> Third level education in a relevant field <input type="checkbox"/> Drug and alcohol training <input type="checkbox"/> Mental health training <input type="checkbox"/> First Aid <input type="checkbox"/> Full clean driving licence 	<ul style="list-style-type: none"> <input type="checkbox"/> Housing First training <input type="checkbox"/> Training in mental health issues <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
Personal Attributes	<ul style="list-style-type: none"> <input type="checkbox"/> Personal belief in rights-based housing provision, recovery orientation, 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 the working environment <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 and Adaptability <input type="checkbox"/> Honesty and trustworthiness 	

Additional Information

<i>Cork Simon Community</i>	
Job title	Housing First Project Worker (Kerry)
Vacancy	Permanent contract subject to a 6-month probation period.
Location	County Kerry – office base in Tralee.
Working Hours / Shift Pattern	<p>39 hours, Monday to Friday.</p> <p>Normal starting time will be between 8am and 9am and finishing time will be between 5pm and 6pm.</p> <p>As the service develops, evening/weekend hours and/or on-call phone support may be required.</p>
Breaks	Daily unpaid break(s) of 60 minutes in total
Salary	<p>Starting salary is assessed according to experience. Maximum salary starting point is Point 2.</p> <p>Salary scale: €36,932, €38,490, €40,407, €41,810, €43,228, €44,652, €46,100, €47,570, €49,029, €50,515, €52,008</p>
Annual Leave	5 weeks annual leave pro rata
Occupational Pension Scheme (Defined Contribution Scheme)	<p>Compulsory membership on completion of 6 month's service.</p> <p>Employer contribution 5%.</p> <p>Employee contribution is minimum 3% with option of Additional Voluntary Contribution (AVC).</p>
Death in Service Benefit Group Scheme	Compulsory membership on completion of 6 month's service. Death in Service Benefit contribution is approximately €1.15 per week. Benefit is twice annual salary.
Health Insurance Group Scheme	Optional Laya Healthcare membership. 5% group discount applies. No employer contribution.
Closing Date:	Thursday, 9 th October 2025 at 5pm