

JOB DESCRIPTION

NOVAS

Housing | Health | Recovery

Job Title:	Project Worker	Post Holder:	Vacant
Reports To:	Project Manager	Location:	IFS Limerick
Salary:	This role is attached to a defined salary scale which ranges from €35,800 to €43,860 and appointments are made depending on experience.		

Purpose of the Job

The role of project worker is vital to the successful delivery of quality programmes and services in NOVAS for our clients. The project worker will support the IFS within the authority delegated from the Project Manager.

The Project Worker will report to the Project Manager, will be a member of, and work collaboratively with, the IFS team. The role supports a number of families and is situated in Limerick City Centre but will require travel as needed, to other locations where NOVAS services are located. This role requires some element of flexibility and adaptability and the post holder is required to be available to work some late evenings until 9pm (aprox. 1 per week) and (aprox. 1 in 4) weekends from the hours of 12-4pm, you will also be expected to work aprox. 2 bank holidays a year.

The Project Worker will have minimum of Level 7 Ordinary Degree or higher (National Framework of Qualifications) in Social Care or another allied health profession with training or experience in the areas of Family Support, Tenancy Sustainment, Residential Care, Mental Health, Challenging Behaviour or Substance Misuse and be expected to work within the relevant frameworks of quality standards or legislation

This job description is a guide to the general range of duties assigned to the post holder. It is intended to be neither definitive nor restrictive and is subject to periodic review.

Environment of the Job

NOVAS is a not-for-profit organisation and Approved Housing Body, we work with single adults, couples and families and who are homeless or at risk of being homeless. We provide a range of services and accommodation. Our first service was established in Limerick in 2002 which was a temporary low-threshold emergency homeless accommodation and we have grown from there. We now have over 300 staff, and more than 30 services in Limerick, Dublin, Clare, Kerry, Cork and Tipperary including emergency homeless accommodation, transitional homeless accommodation, social housing and community-based services for tenancy sustainment, homelessness prevention, mental health and recovery.

NOVAS is a Trauma Informed Practice Organisation, and the principles of collaboration, diversity, respect and trust are embedded in our way of working together.

Our services are provided through support of our partners in local government through the Local Authorities, HSE, and other donors and funders.

Delegation and Reporting

The Project Worker has decision making remit for the areas of IFS in collaboration with colleagues within the IFS Team and Project Manager. In the absence of the Manager, or at other times, the Project Worker may be required to consult with, Service Manager, the Head of Operations or another member of the Senior Management Team

The Project Worker will at all times operate in a professional and respectful manner, maintaining high quality standards of work in accordance with the values and mission of NOVAS. Their decision making will at all times be informed by the best interests of the clients and tenants and ensuring cost effective value for money, use of donations and public money.

Challenges

The nature of our work involves supporting the most vulnerable people who often have complex needs and may be survivors of trauma. As a result, during the course of your work you may engage with sensitive and confidential matters that require empathy, compassion and pragmatism. You may also encounter clients or tenants who are in distress, displaying challenging behaviours or struggle to moderate their behaviour. Patience, respect and an ability to remain professional and focused on deescalating is essential. Further training will be provided in Trauma Informed Practice or Crisis Prevention.

As an organisation that is largely funded by public money, effective use of resources is a continuous focus and challenge.

Key Accountabilities	
Accountability	Achieved by
<p>Client Care and Support</p>	<ul style="list-style-type: none"> • To assist clients in maximising their tenancy sustainment skills, through the use of specialist programmes and self-development skills. To provide tenancy sustainment services to homeless families and families at risk of homelessness. • To assess individual clients and household needs and develop and deliver appropriate support and care management programmes in conjunction with other voluntary and statutory services. • To support clients in line Trauma Informed Practice and harm reduction principles. • To support the client in identifying and sourcing appropriate housing options. • To provide practical services to the client, including welfare, benefits and housing advice, budget and debt management and general life skills. • To assist clients in gaining access to a range of community resources to enable them to increase confidence, socialisation, independent living and problem solving skills • To support service users in gaining access to specialist services, where issues relate to disabilities, mental health, substance misuse, and primary health care are evident, and in response to clients needs and wishes. • To approach clients at all times with dignity and respect and ensure they are provided with choices around the services they receive. • To be aware of child protection issues and correct reporting procedures. • To keep accurate, up to date, factual client records via the NOVAS and funders recording platforms. (Salesforce & PASS)

Financial Responsibilities	<ul style="list-style-type: none">• To be aware of and adhere to all relevant financial procedures and regulations of the organisation and to report any discrepancies either on the part of the post-holder or others to your manager immediately.
Health & Safety	<ul style="list-style-type: none">• Attention to your own Health & Safety in the workplace.• Vigilance of health & safety hazards and timely reporting of same to your line manager.• Managing incidents and accidents in accordance with policies.
Information Management	<ul style="list-style-type: none">• Ensure data and personal information relating to clients, tenants, staff and other members of the organisation is kept safe and secure using the correct systems and procedures, is collected for legitimate purposes and is safely destroyed when appropriate.

Person Specification

Essential Criteria

Documentary evidence of qualifications and eligibility will be confirmed at the end of any recruitment process, candidates who do not possess the essential requirements, on the date of application will not be offered a position. It is the responsibility of the applicant to ensure they meet the essential criteria of the person specification.

The appropriate candidate will have:

- A minimum of Level 7 Ordinary Degree or higher (National Framework of Qualifications) in Social Care or another allied health profession
- Experience working with vulnerable families, homeless people and /or other social care groups.
- Experience and knowledge of working in two or more of the following areas: Family Support, Tenancy Sustainment, Residential Care, Mental Health, Challenging Behaviour or Substance Misuse.
- Experience working on own initiative, lone working, managing one's own caseload and time management.
- Experience and knowledge in the area of child protection and associated legislation and guidelines.
- Administration skills for record keeping and report writing and computer literacy.
- Ability to provide services that foster and enhance the dignity, development and independence of the individual.
- Ability to communicate effectively with a wide variety of people
- Ability to work as part of a team and good understanding of team issues and willingness to be flexible when taking part in a rota system involving weekends, bank holidays, early and late shifts.
- Full clean driving license and use of own car.
- Understanding of the needs of vulnerable families.
- Knowledge of statutory and voluntary social care services and systems.
- Knowledge of and a commitment to equal opportunities.
- Knowledge of and commitment to resident and user participation and customer care.

- Garda Vetting / Criminal Record Self Declaration will be sought for this role.

Desirable Criteria

It would be an advantage for the candidate to have:

- Experience of working in, or a strong interest in the charity or not-for-profit.
- Knowledge of statutory and voluntary social care services and systems.
- Experience and knowledge in the area of child protection and associated legislation and guidelines

NOVAS Employment Benefits

NOVAS is committed to attracting and retaining the best talent in service of our clients and tenants and values the hard work and commitment of our staff.

Detailed below are a range of benefits you receive as a NOVAS employee.

Support & Supervision	Every employee will have regular planned one-to-one meetings with their line manager as well and Team Meetings and Monthly All Staff Town Hall meetings in order to ensure you are connected to, and supported by your colleagues and the organisation.
Learning & Development	NOVAS will fully fund a wide range of training programmes required role specific including First Aid, Fire Safety, Manual Handling, Trauma Informed Practice.
Career Progression	NOVAS believes in supporting the development and career path for our staff and develop skills for role changes, Leadership Preparation and Management Development.
Salary Scales	NOVAS has defined salary scales and has committed to awarding annual increments to staff depending on sustained funding.
Annual Leave	26 Days annual leave plus bank holidays.
Pension	A direct contribution pension with a 5% employer and employee contribution totalling 10%.
Employee Assistance Programme	Our Employee Assistance Programme provided by Inspire Wellbeing gives staff access to free confidential counselling and a suite of online mental health and wellness tools.
Further Education Support	With the help of your line manager you can apply for financial support, study leave or exam leave days to complete external professional qualifications to help further your career.
Sick Pay	2 Weeks full and 2 weeks half sick pay certified.
Maternity Leave	18 weeks full pay which can be pro rata across duration.