

JOB DESCRIPTION

Job Title:	Case Worker (Health & Recovery Services, Kerry)	Post Holder:	Vacant
Reports To:	Senior Health and Recovery Services Manager	Location:	Kerry
Salary:	This role is attached to a defined salary scale which ranges from €40,700 to €48,468 and appointments are made depending on experience.		

Purpose of the Job

The role of Case Worker, Health and Recovery Services is vital to the successful delivery of quality programmes and services in NOVAS for our clients or tenants.

The Case Worker, Health and Recovery Services will support the clients of the Kerry Supported Temporary Accommodation (STA) services within the authority delegated from the NOVAS Senior Health and Recovery Services Manager.

The Case Worker, Health and Recovery Services is responsible for delivery of bespoke mental health and addiction support services, supporting NOVAS clients with complex needs as part of the Health and Recovery services.

The Case Worker, Health and Recovery Services will report to the Senior Health and Recovery Services Manager, and will be a member of, and work collaboratively with, the Kerry STA services. The role 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 respond to and deal with emergencies but the usual roster for this role is 9am to 5pm, Monday to Friday.

The Case Worker, Health and Recovery Services will have a background in Social Care, with training or experience in the areas of Mental Health, Addiction, Health, Wellbeing and Detox 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 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 Case Worker, Health and Recovery Services has decision-making remit for the areas of supporting clients with complex needs in collaboration with colleagues within NOVAS, the Health and Recovery Team & Senior Health and Recovery Services Manager. In the absence of Senior Health and Recovery Services Manager, or at other times, the Case Worker may be required to consult with, and take direction from Head of Operations or CEO.

Oversight for the work in this role is provided by the Quality Client Sub Committee of the NOVAS Board of Directors.

The Case Worker, Health and Recovery Services, 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 struggling 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
Client Care and Support	<ul style="list-style-type: none"> • To work within a Health and Recovery Team, separate from but attached to the Kerry STA services and part of the wider NOVAS Health and Recovery Team. • To approach clients at all times with dignity and respect and ensure they are provided with choices around the services they receive. • To work closely with the team of the low threshold accommodation facilities, including keyworkers, to assist in individualised care planning to ensure clients receive appropriate and ongoing health care in terms of their co-occurring mental health and substance use. • To offer tailored one-to-one support in the areas of mental health, substance use, overdose prevention, violence, self-harm, suicidality and sexual and emotional trauma. • To facilitate and deliver peer led training in the areas of Trauma Informed Practice and overdose prevention. • To co-develop and co-facilitate groups to provide support and psychoeducation to clients, appropriate to their needs and strengths. • To work using a trauma informed, strengths based approach. • To deal with difficult or problematic situations in a sensitive manner and within the framework of the organisation’s policies and procedures

	<ul style="list-style-type: none"> • To be involved with the preparation of reports, statistics and other information • To facilitate effective team work and maintain good channels of communication • To work at other locations as and when required. • To be aware of child protection issues and correct reporting procedures. • To adhere to all policies and procedures, particularly in relation to child protection, safeguarding vulnerable adults, confidentiality, finance, personal safety and customer care. • To promote client participation by providing information, advice and choices to enable individuals to participate fully in daily decisions relating to them. • To assist clients in providing feedback on services through meetings, the complaints procedures, suggestions and use of questionnaires. • To be accessible and responsive at all times to clients' questions, concerns and requests for information. • To keep accurate, up to date, factual client records via the NOVAS and funders recording platforms. (Salesforce & PASS) • To assist clients in gaining access to their personal files in accordance with procedures. • To promote and implement the principles of customer care.
<p>Financial Responsibilities</p>	<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
<p>Liaison</p>	<ul style="list-style-type: none"> • To facilitate clients to access local services such as medical, therapeutic, welfare, training, education and employment and to advocate on their behalf. • To maintain positive and mutually beneficial relationships with relevant external agencies.

	<ul style="list-style-type: none"> • To attend training, meetings, case conferences and external meetings as required. • To promote the work of NOVAS to other organisations. • To attend internal and external meetings where appropriate and as requested. • To be accountable for your workload and movements to both your line manager and the appropriate senior managers.
<p>Supervision, Support & Development</p>	<ul style="list-style-type: none"> • Engaging in regular supervision or one-to-one sessions with your line manager. • Working under the direction of your line manager and the wider management team. • Working to help the organisation achieve the aims and objectives of the strategic plan in line with our values and mission. • Participating in team meetings. • Familiarity and compliance with all relevant policies and standards. • Participation in relevant and required training events.
<p>Health & Safety</p>	<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 and procedures. • Ability to recognise and administer basic First Aid to clients as required. This includes CPR and Naloxone administration. Mandatory Training will be provided. • Adhere to all the principals of manual handling. • Adherence to all infection prevention control measures and compliance to all guidance in relation to IPC.
<p>Information Management</p>	<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.
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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:

- Minimum Level 7 Degree on National Framework of Qualifications in Social Care / Applied Social Studies in Social Care or a related discipline. Acceptable related disciplines are minimum Level 8 Degree (Major Award) in: Psychology; Counselling and Psychotherapy; Addiction; Youth and Community Work; Social Work; Social Sciences; Teaching and Nursing.
- Experience of working with single homeless people, substance users, people experiencing poor mental health and/or other socially marginalised groups.
- A thorough knowledge of and a commitment to working in the area of Health and Recovery, an understanding of the complex needs of clients that present with Dual Diagnosis and Co Morbid needs.
- Full clean driving license and use of own vehicle

Desirable Criteria

It would be an advantage for the candidate to have:

- Experience working on own initiative, lone working, managing one's own caseload and time management.
- Knowledge of statutory and voluntary social care services and systems.

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- Experience of working in, or a strong interest in the charity or not-for-profit.

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 as 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 to 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.