

# JOB DESCRIPTION

<b>Job Title:</b>	Community Addiction Worker	<b>Post Holder:</b>	KM
<b>Reports To:</b>	Senior Health & Recovery Services Manager	<b>Location:</b>	Limerick
<b>Salary:</b>	This role is attached to a defined salary scale which starts at €38,465 and ranges to €45,546 per annum pro rata and appointments are made depending on experience.		

## Purpose of the Job

NOVAS are seeking to recruit a Community Addiction Worker for our exciting new female specific day service. This role will be part of the team responsible for the setting up and operation of the new service based in Limerick City but serving female clients across the Midwest. The service is a non-judgemental, low threshold, high tolerance, safe space for women, which provides access to key working, counselling, psychoeducation and social groups on site as well as support to access GP, general and mental health nursing and other specialised supports as required.

The female only day service will provide a 'one stop shop' for access to supports across health, addiction, gender based violence & coercive control, legal issues, life skills, education and employment supports. The Community Addiction Worker role involves one to one work with female service users, advocating and empowering them, as well as in reach into other community projects and services. It will also involve facilitating group work. The role will involve case management and interagency collaboration.

The role of Community Addiction Worker requires some element of flexibility and adaptability. However, the post holder will typically work Monday to Friday between 9am and 5pm. There will be occasional weekend work expected as part of the role.

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

In the absence of the Service Manager, or at other specified times, the Community Addiction Worker may be required to consult with and take direction from the Senior Health & Recovery Services Manager, the Head of Operations, the CEO, or another specified member of the senior management team.

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

The Community Addiction 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 ensuring cost effective value for money and use of donations.

## 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
<b>Client Care and Support</b>	<ul style="list-style-type: none"> <li>· To approach clients at all times with dignity and respect and ensure they are provided with choices around the services they receive.</li> <li>· Building trusting and supportive relationships with female service users.</li> <li>· To provide high quality, needs led and targeted supports to women with complex needs.</li> <li>· Work to improve health and social outcomes, create pathways, and enable access for women to appropriate services through programmes that promote personal and social development of women, especially peer led initiatives.</li> <li>· To support clients in a safe, client centred environment, in line with Trauma Informed Practice and harm reduction principles.</li> </ul>

	<ul style="list-style-type: none"> <li>· To provide early and crisis intervention, information, referral, advice, and advocacy in a person centred capacity.</li> <li>· Developing strategies in order to increase engagement with women</li> <li>· Provision of empowering peer support and group space/environment that strengthens and encourages the belief of the women in their own ability to make positive change in their lives and at their own pace.</li> <li>· Provide practical services to the client, including welfare, benefits and housing advice, budget and debt management and life skills.</li> <li>· Wherever possible, involve and include the service users, in the ongoing development of the service and to have their participation built in to service plans whenever feasible.</li> <li>· To be accessible and responsive at all times to clients' questions, concerns and requests for information.</li> <li>· To be aware of child protection issues and correct reporting procedures.</li> <li>· To adhere to all policies and procedures, particularly in relation to child protection, safeguarding vulnerable adults confidentiality, finance, personal safety and customer care.</li> <li>· To promote and implement the principles of customer care.</li> </ul>
<p><b>Financial Responsibilities</b></p>	<ul style="list-style-type: none"> <li>· 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.</li> </ul>
<p><b>Liaison</b></p>	<ul style="list-style-type: none"> <li>· Network with other organisations and agencies who support and work with women with complex and/or multiple needs.</li> <li>· Attend training, seminars, conferences, networks, engagement forums etc</li> <li>· Advocacy work, working with NOVAS fundraising and Communications Dept., raising awareness of the challenges women face, in order to promote, inform and influence policy.</li> </ul>

	<ul style="list-style-type: none"> <li>· To promote the work of the NOVAS to other organisations.</li> <li>· To attend internal and external meetings where appropriate and as requested.</li> </ul>
<p><b>Supervision, Support &amp; Development</b></p>	<ul style="list-style-type: none"> <li>· Engaging in regular supervision or one-to-one sessions with your line manager.</li> <li>· Working under the direction of your line manager and the wider management team.</li> <li>· Working to help the organisation achieve the aims and objectives of the strategic plan in line with our values and mission.</li> <li>· Participating in team meetings.</li> <li>· Familiarity and compliance with all relevant policies and standards.</li> <li>· Participation in relevant and required training events.</li> </ul>
<p><b>Health &amp; Safety</b></p>	<ul style="list-style-type: none"> <li>· To ensure that Health and Safety standards are maintained in accordance with the Health and Safety Statement of NOVAS and to attend Health and safety meetings when required.</li> <li>· Attention to your own and that of the clients Health &amp; Safety in the workplace.</li> <li>· Vigilance of health &amp; safety hazards and timely reporting of same to your line manager and or safety representative.</li> <li>· Managing and reporting incidents and accidents in accordance with policies and procedures. Responding to incidents and accidents.</li> <li>· Ensuring all Fire Safety Checks are carried out in line with policies, procedures and daily tasks. Reporting any issues immediately to the Project Manager.</li> <li>· Carrying out Health and Wellbeing checks on clients where required and follow up on any support needs.</li> </ul>

	<ul style="list-style-type: none"> <li>· Ability to recognise and administer basic First Aid to clients as required. This includes CPR and Naloxone administration. Mandatory Training will be provided.</li> <li>· Adhere to all the principals of manual handling.</li> <li>· Ensuring that the service is safe, reporting any security issues to the Project Manager/Gardaí as required.</li> </ul>
<p><b>Information Management</b></p>	<ul style="list-style-type: none"> <li>· To keep accurate, up to date, factual client records via NOVAS and other recording platforms. (Salesforce/ PASS/ HRB Link)</li> <li>· 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.</li> <li>· Produce standard monthly/quarterly reports for the service manager in line with funding agencies requirements and compile ad hoc information requests as required.</li> </ul>

## 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:

- Professional Qualification in Social Care or another allied health profession at a minimum of level 7. Candidates who are eligible to register as a Social Care Worker with CORU will also be considered.
- Minimum 2 years relevant employed work experience in addiction/social care or relevant fields.
- A good understanding of the models of addiction treatment and best practice in relation to harm reduction, preparation for treatment and relapse prevention.
- A working knowledge of homeless services and pathways out of homelessness.
- An understanding of the challenges women with complex needs face.
- The ability to work with multiple presentations including but not limited to addiction, poor mental health, trauma response behaviours, homelessness, domestic violence, sex work and trafficking.
- Experience of key working, case management and group facilitation.
- 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.
- Understanding of the needs of vulnerable people who are homeless, with focus on the specific needs of women.
- Knowledge of and a commitment to equal opportunities.
- Full driving license and use of own vehicle.
- Criminal Self-Declaration will be sought for this role.

## 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.
- Knowledge of Dual Diagnosis Model of Care Strategy.
- Experience and knowledge in the area of child protection and associated legislation and guidelines.
- 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.

<p><b>Support &amp; Supervision</b></p>	<p>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.</p>
<p><b>Learning &amp; Development</b></p>	<p>NOVAS will fully fund a wide range of training programmes required role specific including First Aid, Fire Safety, Manual Handling, Trauma Informed Practice.</p>
<p><b>Career Progression</b></p>	<p>NOVAS believes in supporting the development and career path for our staff and develop skills for role changes, Leadership Preparation and Management Development.</p>
<p><b>Salary Scales</b></p>	<p>NOVAS has defined salary scales and has committed to awarding annual increments to staff depending on sustained funding.</p>
<p><b>Annual Leave</b></p>	<p>26 Days annual leave plus bank holidays.</p>
<p><b>Pension</b></p>	<p>A direct contribution pension with a 5% employer and employee contribution totalling 10%.</p>
<p><b>Employee Assistance Programme</b></p>	<p>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.</p>
<p><b>Further Education Support</b></p>	<p>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.</p>

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**NOVAS**

Housing | Health | Recovery

<b>Sick Pay</b>	2 Weeks full and 2 weeks half sick pay certified.
<b>Maternity Leave</b>	18 weeks full pay which can be pro rata across duration.