

Job Title:	Outreach – Advice and Information Officer	Post Holder:	Vacant
Reports To:	Tipperary Outreach Team Leader	Location:	Thurles Hub
Salary:	This role is attached to a defined salary scale starting at €38,465 per annum and increasing annually to €45,546, and appointments are made depending on experience and qualifications.		

Purpose of the Job

The role of Advice and Information Worker is vital to the successful delivery of quality programs and services in NOVAS for our clients and tenants. The Advice and Information Worker will support the organisation within the authority delegated from the Senior Outreach Services Manager

The Advice and Information Worker is responsible for the safe and efficient running of our Thurles Hub premises, reception, and office systems as part of the national team.

The Advice and Information Worker will report to the Tipperary Outreach Team Leader and will be a member of, and work collaboratively with, Tipperary regional and national staff and managers. This includes the Tipperary County outreach team, the NOVAS residential services and the Tipperary County Council Homeless Action Team.

The role is situated in the Thurles Hub but will require travel occasionally, to other locations where NOVAS services are located or training events. This role requires some element of flexibility and adaptability and the postholder is required to be available to work Monday to Friday from 9 am to 5 pm.

The Advice and Information Worker will have a background in administration or community work, with training or experience in the areas of housing, addiction, mental health, or homelessness 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 Clare, Cork, Dublin, Kerry, Limerick 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. This post is funded by the local authority through section 10 funding.

Delegation and Reporting

The Advice and Information Worker has decision making remit for the day-to-day running of the Thurles Hub reception in collaboration with colleagues within Tipperary Outreach Team and the Tipperary Service Manager. In the absence of, or at times, the Advice and Information Worker, may be required to consult with and take direction from CEO or other members of the Senior Management Team such as the Senior Outreach Services Manager.

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

The Advice and Information Worker will always 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 always 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 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
Reception & Front of House	▪ Providing in person guidance and advice to visitors in a compassionate and empathetic manner. ▪ Professionally answering phone calls, taking effective messages, redirecting callers as appropriate, and maintaining a log of all activities. ▪ Ensuring the Thurles Hub reception desk is attended to and operating during public opening hours. ▪ Manage incoming and outgoing post and contact recipients to inform of mail if they are not in the office. ▪ Support staff with booking rooms, venues and logistics for events, conferences and travel as needed and within reason. ▪ Manage and co-ordinate community clinics, such as housing, community detox, law and mediation etc. ▪ Manage room bookings and from external agencies and

	community services - Manage the booking and use of practical community supports provided (laundry, hot meals, access to Internet, printing, etc) - Accept donations at reception, store securely, transfer to finance and record donation in receipts book. - Ensure the community client spaces are clean and tidy and well kept. - Volunteer recruitment, training and supervision.
Premises Maintenance	- The staff kitchen area is stocked with tea, coffee, milk etc., and that training rooms tea and coffee making equipment is available - Printers are stocked with paper and paper stock is stored in all printer cupboards, - Corridors and rooms are stocked with hand sanitiser and masks, and bathrooms and kitchen supplies are stocked, - Coordinate and arrange booking and access of service contractors for cleaning, maintenance of the building, and servicing of equipment, - Meeting rooms and hot desk offices are maintained and presentable for use always. - The client community spaces are functioning and clean and tidy.
Stock control and ordering	- Order stationery and supplies for bathrooms, kitchens, meeting rooms and offices as needed and within budget. - Liaise with Finance team to insure orders are properly procured and paid on time and manage relationships with vendors. - Liaise with community kitchens to ensure delivery of community meal service is appropriate and sufficient

Administration of Technical systems	▪ Demonstrate to staff how to use the video conferencing system in the board room and support with queries. ▪ Demonstrate how to use the laundry system and ensure clients are aware of expectations ▪ Liaise with Head Office regarding IT issues for the Tipperary staff
Supervision, Support & Development	▪ 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. ▪ Familiarity and compliance with all relevant policies and standards. ▪ Participation in relevant and required training events.
Health & Safety	▪ 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. ▪ Ensure all exits and egress are free from obstructions, trip hazards and clutter. ▪ Support the development of a culture of safeguarding and reporting any issues that arise through the proper channels.
Information Management	▪ 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:

- Excellent communication and listening skills.
- Have excellent organisational, prioritising and time management skills.
- Ability to deal with sensitive issues while maintaining confidentiality.
- Ability to multitask and prioritise competing demands.
- Enjoys working with people, is approachable, and warm and friendly
- Good IT skills, experience with MS Office.
- Clear written and verbal communication skills with proficiency in English (written and spoken).
- Willingness to work as part of a wider team.
- Be flexible regarding working work hours

Desirable Criteria

It would be an advantage for the candidate to have:

- 3 – 5 years employed in a front facing role dealing with the public in any sector
- 12 months experience (in paid or unpaid capacity) in working with vulnerable populations
- NQF level 5 in reception and front office skills or related administrative qualification and/or NQF Level 5 social care or allied health profession.
- Knowledge and general understanding of organisational policies and regulations such as GDPR, Health and Safety etc.
- Knowledge of using CRM software, (Salesforce).
- Experience in logistics and project management.
- An in depth knowledge of the Housing and Homelessness systems in Tipperary.
- An understanding of the national policy and political context of the role.
- Expertise in de-escalation communication and other trauma informed safety intervention processes.

JOB DESCRIPTION

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 has defined salary scales and has committed to awarding annual increments to employees depending on sustained funding.
Salary Scales	26 Days annual leave plus bank holidays.
Annual Leave	A direct contribution pension with a 5% employer and employee contribution totalling 10%.
Pension	NOVAS has defined salary scales and has committed to awarding annual increments to employees depending on sustained funding.
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.