

|             |                                                                                                                                                                                          |              |               |
|-------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|---------------|
| Job Title:  | Outreach Worker (Link Worker Clonmel)                                                                                                                                                    | Post Holder: | Vacant        |
| Reports To: | Senior Outreach Services Manager                                                                                                                                                         | Location:    | Co. Tipperary |
| Salary:     | This role is attached to a 14-point 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 Link Worker is vital to the successful delivery of quality services in NOVAS for our clients. The Link Worker will support the individuals and families living in the specified area who are being provided Emergency Accommodation through Tipperary Homeless Action Team (Tipperary HAT). This role is pivotal in supporting clients to develop and implement personalised move-one plans. The Link Worker is responsible for facilitating clients to source appropriate housing and where possible independent living.

The Link Worker will regularly report to the Tipperary HAT Team Lead along with Senior Outreach Services Manager, and will be a member of, and work collaboratively with, the NOVAS Tipperary Outreach Team and the Tipperary HAT team. Work will also include liaising with the Housing Department Team in Tipperary County Council and all relevant support services in the region as per individual needs identified by the client.

This is a lone working service. The role requires independent planning skills for own workload and is situated in Co. Tipperary. A high level of travel will be required as needed, to places where clients are located. This role requires some element of flexibility and adaptability to deal with emergencies but the usual working hours for this role is 9am to 5pm, Monday to Friday.

The Link Worker will have a background in in Social Care, ideally in Homeless Services, Trauma informed Care and/ or interagency working and will be expected to work within the National Quality Standards Framework for Homeless Services (NQSF).

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 also provide a service for unaccompanied minors seeking asylum. We support adults with disabilities and complex needs. 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 employees, and more than 30 services in Limerick, Dublin, Tipperary, 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 Link Worker has decision making remit for the case management of the clients they are assigned in collaboration with Tipperary HAT colleagues. This includes cocreation of move-on plans with clients to address their Housing, Health, Recovery and other goals.

Link Workers will work cohesively as part of the Tipperary HAT team, participating in Case Meetings and taking input, feedback and direction from colleagues and the management team in Tipperary HAT as well as the Outreach Team in NOVAS and the NOVAS management team in Tipperary.

In the absence of the NOVAS Senior Outreach Services Manager, or at times, the Link Worker may be required to consult with and take direction from other NOVAS Senior Operations Managers or the Head of Operations.

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

The Link 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, use of donations and public funds.

## 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 clients 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.

Sourcing Move-one Accommodations can also be a challenge given the current climate within our society. There is often a shortage of affordable, appropriate housing options for clients.

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

| Key Accountabilities              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Accountability                    | Achieved by                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Client Support</b>             | <ul style="list-style-type: none"> <li>• To assess individual client's needs and develop an appropriate move on plan. To put in place relevant supports and provide an active link between the client and Tipperary HAT.</li> <li>• To provide practical services to the clients, including welfare, benefits and housing advice, budget and debt management and general life skills.</li> <li>• To support clients 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.</li> <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>• To assist clients in maximising their home seeking skills, through the use of specialist education and self-development skills.</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, confidentiality, finance, personal safety and customer care.</li> <li>• To promote client participation by providing information, advice and options to enable individuals to make fully informed choices in decisions relating to them.</li> <li>• To assist clients in providing feedback on services through meetings, the complaints procedures, suggestions and use of questionnaires.</li> <li>• To be accessible and responsive to clients' questions, concerns and requests for information.</li> <li>• To assist clients in gaining access to their personal files in accordance with procedures.</li> <li>• To promote and implement the principles of customer care.</li> </ul> |
| <b>Financial Responsibilities</b> | <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</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

|                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                               | either on the part of the post-holder or others to your manager immediately.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Liaison</b>                                | <ul style="list-style-type: none"> <li>• To establish responsive liaison arrangements both within the organisation and externally with Tipperary County Council, the HSE and other stakeholders.</li> <li>• To work closely with teams to ensure continuity of care.</li> <li>• To monitor progress and update move-on plans regularly.</li> <li>• To promote the work of NOVAS to other organisations.</li> <li>• To attend internal and external meetings where appropriate and as requested.</li> <li>• To be accountable for your workload and movements to both your line manager and the appropriate senior managers.</li> </ul>           |
| <b>Supervision, Support &amp; Development</b> | <ul style="list-style-type: none"> <li>▪ Engaging in regular supervision or one-to-one sessions with your line manager and/or Senior Outreach Services Manager.</li> <li>▪ Working under the direction of your line manager and the wider Tipperary HAT 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 regular team and case review meetings.</li> <li>▪ Familiarity and compliance with all relevant policies and standards.</li> <li>• Participation in relevant and required training events.</li> </ul> |
| <b>Health &amp; Safety</b>                    | <ul style="list-style-type: none"> <li>▪ Attention to your own Health &amp; Safety in the workplace.</li> <li>▪ Vigilance of health &amp; safety hazards and timely reporting of same to your line manager.</li> <li>• Managing incidents and accidents in accordance with policies.</li> <li>• Working according to the Lone Working Policy and Procedures.</li> </ul>                                                                                                                                                                                                                                                                          |
| <b>Information Management</b>                 | <ul style="list-style-type: none"> <li>• Ensure data and personal information relating to clients, clients, 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>• Maintain accurate records and contribute to service evaluations and reporting.</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 should have:

- Professional Qualification in Social Care or related allied health professions, minimum level 7 (full major award) or eligibility to register with CORU as a Social Care Worker.
- Experience in working with people who are homeless or with other social care groups.
- Ability to understand complex needs of vulnerable clients and provide services that foster dignity, respect and independence.
- Administration skills for record keeping and report writing and computer literacy.
- Have an understanding of care and case management protocols including care planning, needs assessment, risk management & assessment, incident management & prevention and key working.
- Ability to communicate effectively with a wide variety of people.
- Garda Vetting will be sought for this role.
- Full drivers' licence 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.
- Experience and knowledge of working in two or more of the following areas: Homeless sector, Tenancy Sustainment, Family Support, Residential Care, Mental Health, Challenging Behaviour, Substance Misuse, Community Engagement, Disability Support.
- Knowledge of statutory and voluntary social care services and systems.
- Experience and knowledge in the area of vulnerable adult or 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 clients and values the hard work and commitment of our employees.

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

|                                      |                                                                                                                                                                                                                                                       |
|--------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Support &amp; Supervision</b>     | 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. |
| <b>Learning &amp; Development</b>    | NOVAS will fully fund a wide range of required training programmes, or role specific training, including First Aid, Fire Safety, Manual Handling, Trauma Informed Practice.                                                                           |
| <b>Career Progression</b>            | NOVAS is committed to supporting the development and career progression of our employees by building skills for role transitions, leadership preparation, and management development.                                                                 |
| <b>Salary Scales</b>                 | NOVAS has defined salary scales and has committed to awarding annual increments to employees depending on sustained funding.                                                                                                                          |
| <b>Annual Leave</b>                  | 26 Days annual leave plus bank holidays.                                                                                                                                                                                                              |
| <b>Pension</b>                       | A direct contribution pension with a 5% employer and employee contribution totalling 10%.                                                                                                                                                             |
| <b>Employee Assistance Programme</b> | Our Employee Assistance Programme provided by Inspire Wellbeing gives employees access to free confidential counselling and a suite of online mental health and wellness tools.                                                                       |
| <b>Further Education Support</b>     | 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.                                                                |
| <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.                                                                                                                                                                                              |