JOB DESCRIPTION

NOVAS
Housing | Health | Recovery

Job Title:	Project Worker	Post Holder:	VACANT
Reports To:	Service Manager	Location:	Mitchel St Thurles
Salary:	This role is attached to a 12-point salary scale starting at €39,234 per annum pro rata and increasing annually to €46,457, and appointments are made depending on experience and qualifications.		

Purpose of the Job

The role of Project Worker is vital to the successful delivery of quality services in NOVAS for our clients. The Project Worker will support the clients of NOVAS Mitchel Street

The Project Worker will report to the Service Manager and will be a member of, and work collaboratively with the NOVAS Thurles team, wider NOVAS organisation other external service providers, local authority and HSE teams in the region.

The Project Worker is responsible for supporting clients to source appropriate housing and where possible independent living. This includes supporting client's development of life skills in the area of health, recovery, connection and justice system issues. Project Workers collaborate with colleagues to ensure that their service is run safely and effectively and that the health & safety in the building, hygiene, and wellbeing of clients operates at the highest standards at all times.

Project Workers require experience in Social Care, ideally in the area of Homeless Services and will be expected to work within the National Quality Standards Framework for Homeless Services (NQSF).

This role typically involves working Days and Evenings, Monday to Friday; 8/12-hour shifts. Rosters for work operate on a 4-week rolling pattern and are provided to employees in 4 weeks' notice to enable employees to plan.

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, 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 case management of the clients they are assigned. This includes cocreation of care plans with clients to address their Housing, Health, Recovery and other goals.

Project Workers will work cohesively as part of the service team, participating in Team Meetings and Case Meetings and taking input, feedback and direction from colleagues and the management team.

In the absence of the Service Manager, or at times, the Project Worker may be required to consult with and take direction from the Senior Residential Services Manager 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 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 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
Quality Client Service Delivery	• Engage with clients in a way that is **trauma informed**, person-centred, responsive to the needs of the clients through a harm reduction lens and focused on 'finding a home'. • Provide effective **Client Case Management** (for example collaboratively cocreating with your client their comprehensive assessments, care plans, risk assessments and consents). Ensuring recording keeping is up to date. • Actively support **Clients to Develop Life Skills** including in the areas of securing housing or suitable accommodation, accessing benefits, budgeting and debt management advice, health and wellbeing, hygiene, connection, community involvement, relationships and progressing criminal justice issues. • Encourage **client participation in feedback opportunities**, such as Resident Coffee Mornings or service-specific methods like feedback forms, to support continuous service improvement • Actively participate in **Case Management review meetings** including sharing challenges and taking on feedback and input from colleagues. • Support clients to record a **Complaint** when necessary and work to resolve matters as effectively as possible and repair relationships as quickly as practical. • Follow NOVAS policies for reporting **Safeguarding** concerns relating to Vulnerable Adult Protection or Child Safeguarding Protection including historical abuse concerns.
Safe & Effective Service Delivery	• Attention to your own **Health & Safety** and actively vigilant to any Health & Safety risks in the property that would impact clients, colleagues or visitors. • Correctly log and report any Health & Safety risks or required **repairs & maintenance** issues. • Assist clients with **hygiene, health, welfare,** providing personal assistance where required and maintain the service to a high standard including **cleaning** and preparing client room rooms, communal areas, workstations and high touch areas. • Conduct and document **risk assessments** and implement risk mitigation measures. • Ensure **incidents** are appropriately recorded according to established procedures on the system. • Be proficient in administering basic **first aid** to clients as required, with necessary training provided, this includes use of CPR, Naloxone and AED devices as appropriate. • As delegated by the Service Manager support the implementation of **fire safety** measures, ensuring regular checks are conducted in line

	with policies and procedures, and promptly escalating any issues to the Service Manager. • Ensure **Client Wellbeing Room Checks** are conducted as planned and recorded appropriately and that any additional **safety monitoring** of individuals with additional risk needs is carried out in accordance with instructions in individual risk assessments. • Ensure compliance with **infection prevention and control** measures, including health, hygiene, and room cleaning protocols. • Monitor **site security** through gate, camera, and perimeter control, and reporting any security issues to the relevant authorities. • Participate in health and safety **audits** and implement recommendations. • Keep all **required training programmes** within certification.
Team Work	• When new team members are recruited actively participate in their **induction and training** to help them settle into the team. • **Communicate** clearly with colleagues during handovers, in records and in relation to their clients. • **Proactively** report any **concerns** about the service or **suggestions** for more effective practices, equipment or resources to the Service Manager. • Applying **Trauma Informed Practice** to colleague relationships as well as clients. Assume good intent, be curious about their experiences and support one another. • Support effective running of the service by being **mindful** of the impact of absence or lateness on colleagues and providing as much notice as possible to the management team. • Undertake additional **rotating roles** within the team, such as Student Supervisor, Health & Safety Representative, and Trauma-Informed Practice Representative, contributing to the team's development, safety, and reflective practice.
Safe Cash Handling	• Ensure all **cash in the service is handled safely** and in line with procedures. • Ensure **clients** receive receipts when they pay their accommodation charge. • Ensure **donors** receive receipts when donations are made directly to the service and that the fundraising team is informed. • Ensure the accrual of **expenses** is agreed in advance with your line manager when required and that the correct process for applying to receive expenses is followed. • Ensure no unauthorised **expenditure** is made in the service without authorisation from the budget holder (service manager). • Report any concerns about **use of funds** to the Service Manager or a member of the Finance Department.

External Collaboration	• Be responsive to queries from service **funders** for information in line with our data protection policy, mindful of appropriately protecting information, client privacy and client consent. Keep your Service Manager informed of any communication with service funders. • Establish good working relationships with **NOVAS teams** in other services to share learning and best practice. • Establish good working relationships with **local external** service providers including the local authority housing team, other specialist accommodation providers, healthcare specialists and adult education. • Ensure your line manager and **colleagues are aware** of your appointments when leaving the service.
Reporting & Record Keeping	• Ensure all records on Salesforce, PASS or other systems are inputted in a timely manner and are an **accurate record** of events based on facts not opinions. • Honour **Client Consents** and ensure information about Clients is not shared beyond their authorisation. • Ensure no sensitive information is **accessible** by persons not authorised to see it. • Ensure records **no longer required** are safely destroyed (shredded). • Participate in Service **Audits** as requested. • Prepare and provide **reports** of your work to your line manager as requested. • Complete organisational **documents** as requested.
Supervision, Support & Development	• Engage in regular **supervision** with your line manager. • Work under the direction of and in **collaboration** with your line manager and the wider management team. • Work to help the organisation achieve the aims and objectives of the **strategic plan** in line with our values and mission. • Participate in **team meetings, case management meetings,** and other organisational events as required. • Familiarity and compliance with all relevant **policies and standards.** • Participate in relevant and **required training** events.
Information Management	• Ensure **data and personal information** relating to clients, tenants, colleagues, and other members of the organisation or its stakeholders, are kept safe and secure using the correct systems and procedures, is collected for legitimate purposes, and is safely destroyed when appropriate. • Ensure clients are aware of how to **access information** about themselves and support any requests from them to access information.

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.

Desirable Criteria

It would be an advantage for the candidate to have:

- Full drivers' licence and use of own car.
- Have an understanding of care and case management protocols including care planning, needs assessment, risk management & assessment, incident management & prevention and key working.
- 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 tenants and values the hard work and commitment of our employees. 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 required training programmes, or role specific training, including First Aid, Fire Safety, Manual Handling, Trauma Informed Practice.
Career Progression	NOVAS is committed to supporting the development and career progression of our employees by building skills for role transitions, leadership preparation, and management development.
Salary Scales	NOVAS has defined salary scales and has committed to awarding annual increments to employees 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 employees 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.