



Job title:	Assertive Outreach Caseworker
Location:	Dublin
Reports to:	Outreach Team Lead
Purpose:	The post holder will be responsible for providing a holistic person-centred approach to care and case management for service users who have been impacted by prostitution and victims of trafficking including engaging in assertive outreach.
Salary:	A competitive salary applies. The successful candidate will be offered the salary point on the scale commensurate with experience.

**KEY DUTIES & RESPONSIBILITIES:**

- To comprehensively assess the needs of all service users
- To provide one to one brief interventions, case work and information sessions to service users
- To develop and deliver outreach services in addiction services, direct provision centres and other services working with women at risk of sexual exploitation
- To facilitate information and therapeutic groups within the target group
- Deliver evidence-based interventions directly to service users
- To ensure that care plans and a case management system are implemented and regularly reviewed for all service users who are engaged in case work
- Participate in Case Management protocols including referral pathways and shared care planning
- Deliver training to frontline services on trafficking and commercial sexual exploitation
- To work closely with community, voluntary, and statutory services to ensure that service users can access support in relation to their needs i.e., housing, addiction, education & employment etc.
- Identify potential gaps to progression for service users and problem solve in conjunction with other stakeholders
- Where a need is identified, to accompany and provide support to women on appointments to other services i.e. GP's, Gardaí, court visits etc.
- Innovate and contribute to the development of services to promote the psychological well-being of all service users
- Provide integrated care and support reflecting a person-centred approach
- Attend practice team, organisational and external meetings as required and participate in shared working practices
- Keep up to date with developments nationally
- Maintain Service User Records, including CRM system (Salesforce), weekly logs and produce standard monthly and quarterly reports

- To be vigilant to any Health, Safety and Welfare risks in the workplace and bring any concerns to the attention of your line manager or Health & Safety Officer
- To be aware of the Children's First Guidelines, and Vulnerable Adult and Child Protection Policy in Ruhama and bring any concerns to the attention of the DLO (Designated Liaison Officer)
- To monitor, track, evaluate and document all work
- To attend supervision on a regular basis with line manager
- To work as a team member in order to develop and fulfil the policies, aims and objectives of Ruhama
- To comply with all Ruhama policies and procedures
- To perform any other duties assigned or delegated by his/her line manager

## **PERSON SPECIFICATION**

The person specification sets out the essential abilities and qualities needed by the successful candidate for this post.

### **Qualifications**

- A relevant third level qualification e.g. social studies, addiction, nursing, counselling, psychology or related field is essential

### **Experience**

- Minimum of 3 years' experience working in a frontline setting, working with vulnerable cohorts with complex and multiple needs is essential
- Experience of case management approach is essential
- Understanding and some experience of related issues including homelessness, addiction and the asylum process is essential
- Experience of working in liaison with other agencies within the community, voluntary and statutory sectors is essential
- Experience of Salesforce including developing reports is desirable
- Language skills is desirable

### **Knowledge**

- Knowledge of the issues facing asylum seekers, refugees and migrants, especially women
- A knowledge of the impact of prostitution on individuals physical, emotional and psychological development
- A knowledge and understanding of a trauma informed approach
- Insight into the issues affecting women who have been exploited in the sex trade
- Knowledge and understanding of gendered based violence, including prostitution
- Demonstrates a working knowledge in the complexities faced in delivering services to service users in challenging environments
- A working knowledge of homelessness
- Knowledge of the rights and entitlements of women working in the sex trade in Ireland

## **Skills and Abilities**

- Excellent communication and inter-personal skills
- Demonstrates effective problem solving and decision-making skills
- Ability to effectively multitask and manage competing deadlines
- Demonstrate competence and professionalism in order to carry out the duties and responsibilities of the role
- Ability to manage challenging behaviour and issues
- Ability to advocate on behalf of service users
- Proven ability to use own initiative and work as part of a team
- High motivation and enthusiasm with a positive attitude and flexible in response to organisation change & development
- Ability to maintain confidentiality within the guidelines and policies of Ruhama
- Excellent report writing and IT skills
- A strong interest in the area of social justice & human rights
- To develop and maintain effective working relationships with other agencies, using an interagency approach.

## **Other**

- Availability for flexible rostered working hours is essential
- Full Clean Irish driving licence and access to a car is essential
- Garda Vetting will apply

**Ruhama is an equal opportunities employer**