

Job title:	Caseworker (Mid-West Region)
Location:	Limerick
Reports to:	Regional Manager
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, in collaboration with other service providers (Coolmine)
Contract	Permanent and full time 35 hours per week, rostered Monday to Friday in line with the needs of the service, usually either 9.00am to 5.00pm or 11.00am to 7.00pm.
Salary:	Competitive salary 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
- 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
- Deliver evidence-based interventions directly to service users
- Identify potential gaps to progression for service users and problem solve in conjunction with other stakeholders
- Participate in Case Management protocols including referral pathways and shared care planning
- Work in partnership and collaboratively with Coolmine Team
- 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.
- Provide training to frontline services on 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.
- 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
- Knowledge of substance misuse i.e. polydrug use, dual diagnosis, relapse & recovery, etc.
- A working knowledge of the Immigration System in Ireland
- A working knowledge of homelessness
- Knowledge of the rights and entitlements of women working in the sex trade in Ireland

## **Skills and Abilities**

- Excellent English language, 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
- Flexibility for regular planned travel to Dublin Head office and other Regional offices
- Full Clean Irish driving licence and access to a car is essential
- Garda Vetting will apply

**Ruhama is an equal opportunities employer**