



Job title:	Service Team Leader x 2
Location:	1. Dublin Based 2. Regional Based (Limerick, Cork, or Midlands Ruhama offices)
Reports to:	1. Dublin Service Manager 2. Regional Service Manager
Purpose:	The post holder will be responsible for supporting a team of outreach caseworkers, ensuring processes are being followed and caseworkers are supported in the delivery of a high-quality service, holistic person-centred approach to care and case management for service users who have been impacted by prostitution and sex trafficking in collaboration with other service providers as part of our assertive outreach and in-reach approach.
Contract	Full time 35 hours per week, 9 am – 5 pm Monday to Friday with at least one day 11 am – 7 pm in line with the needs of the service.
Salary:	€45,229 - €56,650 per annum.

KEY DUTIES & RESPONSIBILITIES:

To coordinate the day-to-day operations of outreach service provision, including accompaniment to court, gardai, health services for individual Service Users as required and in compliance with Lone Working Model of Practice

- To work closely and network with community, voluntary, and statutory services to build relationships to reach service users who have been impacted by prostitution and sex trafficking.
- To support caseworkers in their casework and outreach work, ensuring that they have the tools and training to carry out their work to a high-quality standard of service provision
- To support outreach caseworkers and other staff to ensure timely and accurate record keeping and data input with a focus on outcomes and in line with GDPR legislation and all other compliance requirements.
- To support and develop the outreach team, ensuring regular case management review of initial assessments, assessments of needs, development of support plans, care plans and referral pathways as required.
- To assist with the delivery of training to other frontline services on commercial sexual exploitation and sex trafficking.
- To contribute to the development of services to promote the psychological well-being of all service users, identifying gaps to progression for service users and problem solve in conjunction with relevant stakeholders
- To provide one to one brief interventions, and group sessions to service users, maintaining a caseload in line with management protocols and the provision of referral pathways and shared care planning for all Service Users engage in casework as required.

- Attend team, organisational and external meetings as required and participate in shared working practices.
- Ensure the delivery of evidence-based interventions to service users, reflecting a person-centred approach and in line with Ruhama's Model of Practice and Interventions within a Trauma-informed care framework
- Continually monitor the effectiveness of service provision through mediums such as audit, data collection, emerging trends, service user and staff feedback and audits.
- Keep abreast of best practice in relation to prostitution and sex trafficking.
- Respond to service user presenting needs and make recommendations for change/improvements as appropriate.
- Network, liaise & represent Ruhama in public fora advocating on behalf of the organisation and our service user group.

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.
- Evidence of a track record of continuous professional development
- Management training/qualification desirable

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, mental health, immigration issues is essential
- Experience in line management supervision and performance appraisal is desirable
- Experience of working in liaison with other agencies within the community, voluntary and statutory sectors
- Experience of Salesforce or equivalent, including developing reports
- Excellent spoken and written English is essential. Language skills other than English are desirable
- Experience of delivering and/or co-delivering training is desirable

Knowledge

- Knowledge of evidence-based interventions for women who have been sexually exploited.
- A knowledge of the impact of prostitution on individuals physical, emotional and psychological development.
- Knowledge and understanding of a trauma informed and culturally sensitive approach.
- Knowledge of the issues facing asylum seekers, refugees and migrants in Ireland, especially women.
- A good understanding of the harm reduction model.

- Demonstrates a working knowledge of the complexities faced in delivering services to service users in challenging environments.
- Knowledge of the rights and entitlements of women working in the sex trade in Ireland.

Skills and Abilities

- To develop and maintain effective working relationships with other agencies, using an interagency approach.
- Leadership skills and the ability to motivate a team.
- Strong communication, organisational and delegation skills.
- Demonstrates effective problem solving and decision-making skills.
- Ability to effectively multitask and manage competing deadlines.
- Ability to manage challenging behaviour and issues.
- Proven ability to use own initiative and work as part of a team.
- Ability to manage and communicate around change.
- 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.

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