

# Ruhama Services Guide

Ruhama offers free and confidential support to anyone impacted by prostitution and/or sex trafficking at any time in their lives.

In this guide you will find an overview of the services that Ruhama offer across many areas, including **casework, counselling, outreach, education and development, training, and employment support.**



At Ruhama, it is of the utmost importance to us that the experiences of service users are non-judgmental, person centred, specific to their needs, and provided to quality standards.

Collaboration is a cornerstone of the work in Ruhama. All care plans and goals are developed at the initial stages of assessment between the lead worker and the service user. We strive to ensure everyone feels respected and empowered in Ruhama.

📞 01-8360292

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🏠 4 Castle Street, Dublin 2

Charity number: CHY 10733  
Regulatory Charity Number: 20027827

## Casework

*Our casework team is often the first point of contact for a service user. Following assessment, a caseworker may work with a service user on a range of issues or refer them internally or externally depending on their needs.*

### 1. Prostitution & Escorting

- Initial & comprehensive assessment, including trafficking assessment and care plan
- Case management
- Information provided about legislation & entitlements
- Referral to external services for assistance with issues relating to a number of areas, including sexual health
- Referral into other Ruhama Services (Education and Development and Bridge to Work programme)
- Provision of a psycho-social report(s)
- Co-creation of an exiting support plan if desired

### 2. Legal Issues

- Facilitate access to legal advice and follow up
- Supporting victims of crime
- Accompaniment to court proceedings
- Accompaniment when providing statements to An Garda Síochána or other bodies in the justice system
- Advocacy throughout the legal process

### 3. Immigration Issues

- Facilitation of access to immigration legal advice & follow up
- Accompaniment to immigration meetings (including legal meetings and meetings with the International Protection Office)
- Advocacy throughout the immigration process

### 4. Drug/Alcohol Issues

- Advocacy throughout the process of dealing with drug and alcohol issues
- Liaising with service user medical teams where appropriate
- Access to Reduce the Use and stabilisation programmes
- Referral to treatment programmes
- Referral to needle exchange services

### 5. Accommodation and Housing Assistance

- Advocacy and advice around the International Protection Accommodation Service
- Assistance arranging temporary emergency accommodation
- Provision of information on HAP (Housing Assistance Payment) and other housing entitlements
- Accompaniment to Parkgate Street to register as homeless
- Referral to housing agencies as appropriate



"They were really there for me as I had no one, I was alone, the emotional support was very important, I had been so scared."

## 6. Trauma & Mental Health Supports

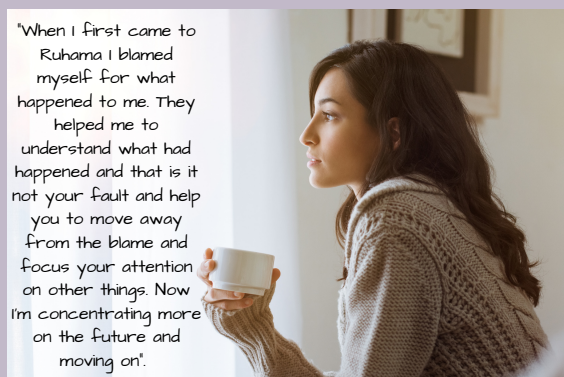
- Referral to internal Ruhama counselling and psychotherapy service
- Referral to internal Ruhama services for group work
- Advocacy and accompaniment throughout mental healthcare services if necessary

## 7. Physical and Sexual Health Supports

- Referral to Women's Health Service
- Provision of sexual health packs
- Provision of harm reduction advice for service users who are active in prostitution relating to physical safety, emotional and mental wellbeing and sexual health

## 8. Social & Community Support

- Provision of information on community groups in their area
- Arrange outings, social gatherings and events for service users
- Saturday Culture Club
- In-reach to prison, hospital



"When I first came to Ruhama I blamed myself for what happened to me. They helped me to understand what had happened and that is it not your fault and help you to move away from the blame and focus your attention on other things. Now I'm concentrating more on the future and moving on".

# Bridge to Work

***Our Bridge to Work Co-ordinator assists service users with access to work and employment based opportunities.***

- Employment Assessment and Care Plan
- Job Coaching
- CV Preparation
- Interview preparation and Interview accompaniment where required
- Support filling in Right to Work application
- Information about rights and entitlements
- On-the-job mentoring & support
- Facilitate volunteer work placements
- Facilitate paid work placements

# Education & Development

***Our Education and Development Team work with service users across a whole range of areas related to personal development. Service users pursue many different goals from attending workshops to entering third level education.***

## 1. Assessment and Ongoing Planning & Support

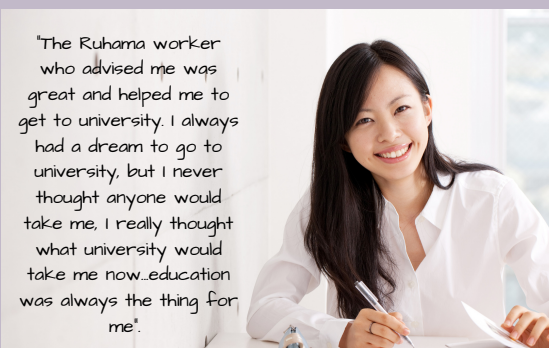
## 2. Guidance Counselling Service

## 3. Group Courses / Workshops

- **Health and Wellbeing**
  - Capacitar (Trauma Healing & Wellness)
  - STEPS (Steps to excellence in personal success)
  - WRAP - Wellness Recovery Action Planning
  - Self-Care
  - Parents Under Pressure (peer-to-peer based on supporting parents)
  - Craft Workshops
- **Education / Training / Career**
  - Shaping Your Future
  - Prepare for College
  - ICT (focuses on developing key skills in computing)
  - Coding & Web Design (with Codec)
  - Career Development
  - Education Information Evenings

## 4. One to One Classes

- English (English for Speakers of Other Languages)
- Literacy
- Maths
- Study Support



"The Ruhama worker who advised me was great and helped me to get to university. I always had a dream to go to university, but I never thought anyone would take me. I really thought what university would take me now...education was always the thing for me".

# Psychotherapy & Counselling

***We offer a wide range of therapeutic approaches to meet the needs of our service users. Therapists in Ruhama are made up of staff and volunteers. All of the team understand the nature of trauma and the impact it has on individuals. All are accredited with a relevant governing body.***

## Psychotherapy and Counselling

- Capacity building
- Adverse event support
- Coping mechanisms for daily life
- Trauma therapy

Service users are offered a minimum of 12 counselling sessions. Following a review, this can be increased depending on the needs of the service user.



"I hold my head high now. I didn't have confidence before. I feel good now. I can express myself now, before I couldn't and I kept everything inside".

# Outreach & Training

## Outreach

Ruhama provides outreach through street and prison outreach and inreach to other services, including in areas relating to:

- Homelessness
- Immigration
- Drugs and alcohol
- Sexual health

## Training

Ruhama delivers training to a variety of different audiences across a number of different sectors relating to prostitution and human trafficking. If you or your organisation would like to avail of training in these areas, please contact [admin@ruhama.ie](mailto:admin@ruhama.ie) for more details.