

## Duties

The locum worker is responsible to the manager and team leaders. The (not exhaustive) key duties of a project worker are:

- To assess client needs and operate a key working and care planning system in accordance with Novas policies and procedures in a low threshold short term accommodation facility for single homeless people
- To ensure the day-to-day operations of the project run smoothly and in accordance with the policies and procedures of Novas
- To ensure a safe, welcoming and friendly environment is established and maintained
- To provide general information on the Homeless Services for Limerick City and the wider region
- To assist all clients with health, hygiene, safety and general welfare; including assistance with bathing and personal hygiene if it is required
- To deal with difficult or problematic situations in a sensitive manner and within the framework of the organisation's policies and procedures
- To ensure that clients are consulted and involved in the operation of the project to the greatest practical extent
- To facilitate clients to access local services such as medical, welfare, training, education and employment and to advocate on their behalf
- To be available to work a variety of different shifts of differing lengths as set out in work rosters – this may include shifts on weekdays, nights, weekends and Bank Holidays
- To maintain, in conjunction with project management, positive and mutually beneficial relationships with relevant external agencies
- To carry out administrative and financial procedures in accordance with the policies and procedures of Novas
- To keep accurate records including key-work reports, contact sheets, and statistical information where appropriate
- To be involved with the preparation of reports, statistics and other information that may be required by management.

- To work positively and effectively as a member of a team and to contribute to developing the staff team including attending team meetings, training and external meetings.
- To work at other locations as and when required.
- To carry out any other reasonable duties as requested by management.

## Person Specification

The ideal candidate will have:

- One year's experience of working with single homeless people and/or other vulnerable groups
- A recognised third level qualification in social care or a related field
- An understanding of the nature of homelessness and the needs of single homeless people
- An ability to treat the client group in a non-judgmental and respectful way
- A commitment to working in a low threshold setting
- Good knowledge of relevant local services and of the welfare benefits system
- Practical experience in key-working
- Good written and oral communication skills
- Competent I.T. skills
- Strong Interpersonal and teamwork skills
- Good conflict resolution skills
- An ability to prevent and manage challenging behaviour
- An openness to change
- Full clean driving license

**Please note:** *Qualifications/eligibility may not be confirmed until the final stage of the process, therefore, those candidates who do not possess the essential*

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*requirements, on the date of application and proceed with their application are putting themselves to unnecessary effort/expense and will not be offered a position from this campaign. Please note that, given the volume of applications, Novas is not in a position to consider or offer advice on the qualifications/eligibility of individuals unless they come under consideration. The onus is on the candidate to ensure they fulfil the eligibility requirements set out above. Novas reserves the right to deem an applicant ineligible at any stage if it is apparent that the candidate does not hold the required eligibility/qualifications e.g. from the submitted application form. Candidates who come under consideration following the final selection stage will be required to provide documentary evidence of their eligibility, including qualifications. Candidates who are unable to show that they hold the required qualifications may be withdrawn from the campaign at any stage.*