



Merchants Quay Ireland
Homeless & Drugs Services

JOB DESCRIPTION

Job Title: Assertive In-Reach Worker

Responsible to: Day Services Manager

Responsible for: To provide access pathways to support services for people experiencing homelessness and/or addiction

Reports to: Community Engagement Co-Ordinator

Objective:

- Proactive assertive engagement with people experiencing homelessness and/or addiction
- Working with clients on an individual basis
- Case management

Main Duties/Responsibilities

- To work with clients who are linking in with agencies who are not providing case management/key working services, such as non-STA hostels, methadone clinics etc.
- To carry out thorough assessments of client needs, assessing the level of drug and/or alcohol use and develop care plans within an ongoing key working system to allow clients to make informed decisions about their future. This includes a system of regular reviews and ensuring that all relevant documentation, filing, statistics, and paperwork are in line with the aims and standards of the project.
- Achieving outcomes for clients, through an in-reach model, by undertaking interventions within the framework of a care plan, using a case management approach in partnership with the client, other disciplines and agencies.
- To engage with and build quality, professional relationships with clients, treating them with dignity and respect and ensuring that the values of MQI are upheld. Positively engaging with clients in a sensitive, non-judgemental and respectful manner.

- Providing advice, referral and support to clients in accessing appropriate and specialist services for accommodation, welfare, treatment, legal, health and mental health.
- Assessing the needs of clients who self-refer or are referred to the in-reach service and ensuring these needs are responded to effectively using a care planning approach.
- Maximizing client agency by ensuring that their goals are central to all care plan objectives. Arranging regular one to one meetings with clients, creating and reviewing care plans, setting, closing and revising goals where appropriate.
- Advocacy work on behalf of clients with statutory and voluntary agencies, highlighting gaps and blocks to client progression.
- Work with all clients and win their trust and respect and deal with difficult or problematic situations in a sensitive manner within the framework of the organisation's policies and record such incidents as appropriate.
- Communicate effectively and build relationships with key internal (e.g. Residential, Open Access Services, Crisis and Case management services) and external partners (e.g. DSP/DRHE /Probation/HSE/Access Team/Statutory and Housing providers and Housing First team) and stakeholders of the MQI Intensive contacts service, creating pathways for referrals and inter-agency working.
- To provide a seamless and effective service for the client by working effectively and efficiently with the partner agencies in the provision of the in-reach services.
- Establish and maintain good relations with our partner Agencies
- Ensure that day to day operation of the service is run smoothly and in accordance with organisation procedure
- Attend and participate in regular team meetings, case conferences, case reviews and any other internal and external client meetings, representing Merchants Quay appropriately. Attending/accompanying clients to relevant meetings and appointments as required and subject to risk assessment.
- Attend internal/external meetings and training as required by the Community Engagement Co-Ordinator
- Work within the policies of MQI, both organization-wide and project specific in order to ensure that a consistent delivery of service and quality standards is adhered to in the project.
- Carry out administrative procedures in accordance with organisation policies.

- Share responsibility to work cohesively, where applicable, with CE Participants and Volunteers for the delivery of this service and to act as a mentor to those who are working/volunteering in the service
- Reporting to supervisor for individual support, participate in regular supervision, performance appraisal working within the parameters of the MQI Quads, HR and H&S policies and procedures.
- To be involved in the preparation of reports, statistics and other information that may be required by the Community Engagement Co-Ordinator and/or the Day Services Managers.
- Using relevant IT systems such as PASS, Salesforce, Outlook, Word and Excel to ensure required client information and records of interventions are kept. To provide regular reporting on outcomes for all allocated cases.
- Have a flexible approach to the work in response to organisational change, development and review of best practice.
- To work effectively as part of the team with regular and consistent communication participating actively in all team meetings and supporting the ethos of the organisation.
- Engage with other team members, support colleagues, and be open to reasonable requests from the Community Engagement Co-Ordinator/Day Services Managers in order to ensure effective working relationships.
- Work within the policies of MQI, both organisation wide and project specific, in order to ensure that a consistent delivery of service and quality standards are adhered to in the project.
- Ensure compliance with organisation policies to ensure consistent delivery of services and maintenance of quality standards including:
 - Fire Safety
 - Health and Safety
 - Confidentiality
 - Needs assessment, key working, care planning
 - Boundaries
 - Quads
- Undertake any other duties as may be assigned from time to time.

As this is a new post, management reserve the right to amend or change this job description as required to meet operational requirements

Person Specification

The ideal candidate for this post will have:

- A minimum FETAC Level 7 Qualification in Social Care or a related field.
- At least 12 months' full time experience or part time equivalent working in a similar low threshold environment.
- Experience of case management work within a low threshold service.
- Have an understanding of issues relating to the client group, specifically within a low threshold environment and an awareness of behavioural and social problems associated with this work.
- An understanding of the issues relating to homelessness, mental health, and substance misuse.
- Experience of working with clients with multiple and complex needs.
- Experience of homeless specific databases, report and letter writing.
- A flexible approach to working hours.