



Merchants Quay Ireland are currently recruiting a Relief Project Worker to join our Homeless Services Team based in Dublin 8. The successful candidate will join the relief panel to cover shifts on an 'if and when' basis.

## **JOB DESCRIPTION**

<b>Job Title:</b>	<b>Relief Project Worker, Open Access Service</b>
<b>Responsible to:</b>	Head of Day Services/Day Services Manager
<b>Responsible for:</b>	Contributing to the day to day operation of the service and ensuring that it runs smoothly and in accordance with organisation procedure
<b>Reports to:</b>	Service Coordinator
<b>Objective:</b>	To work directly with clients as part of a team and to provide a safe, secure environment for clients
<b>Rate:</b>	€15.00 per hour
<b>Hours:</b>	No set hours 'if and when' required

Within Open Access Services, there are number of services/client activities which result in a number of different daily roles, you will be required to undertake the relevant daily role that is assigned to you to meet MQI's operational requirements.

### **Main Duties/Responsibilities**

- Ensure that day to day operation of the service is run smoothly and in accordance with organisation procedure
- To meet the needs of the client group with a harm reduction and client centred approach meeting clients where they are at.
- To monitor showers and toilet area where necessary
- 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.
- Carry out administrative procedures in accordance with organisation policies.

- To be involved in the preparation of reports, statistics and other information that may be required by the Open Access Head of Day Services/Day Services Manager/Service Coordinators
- To work effectively as a member of a team
- To share responsibility for supporting volunteers
- Attend internal/external meetings and training as required by the Open Access Service Coordinators.
- Have a flexible approach to the work in response to organisational change, development and review of best practice.
- To work as part of the team with regular and consistent communication participating actively in all team meetings and supporting the ethos.
- Engage with other team members, support colleagues, participate in meetings as required, and be open to reasonable requests from the Open Access Head of Day Services/Day Services Manager/Service Coordinators 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 is adhered to in the project.
- 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
- Participate in regular supervision
- Reporting to the Service Coordinator for individual support, supervision, performance appraisal working within the parameters of the MQI Policies, the National Standards for better Healthcare, Rebuilding Ireland, HR and H&S policies and procedures
- Ensure compliance with organisation policies to ensure consistent delivery of services and maintenance of quality standards including:
  - Fire
  - Health and Safety
  - Confidentiality
  - Needs assessment, key working, care planning
  - Boundaries
  - the National Standards for better Healthcare and Rebuilding Ireland
- Undertake any other duties as may be assigned from time to time.

### **Person Specification**

The ideal candidate for this post will have:

- Relevant QQI level 7 or above qualification in social work
- A minimum of one-year full time (or equivalent part-time experience) of working within low threshold services or in other relevant social care settings
- Have an understanding of the issues relating to alcohol and drug use/homelessness and mental health, and experience of client work in these areas, and the interventions required
- Good Knowledge of relevant legislation, policy and practice regarding homelessness and/or drug use.
- Possess strong interpersonal skills
- Experience of Key working and care planning an advantage

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- Experience of working with clients with multiple needs
- Experience of working with homeless specific databases and reporting.

**Management reserve the right to amend or change this job description as required.**

If you are interested in applying for this role, please complete the application form attached to this advertisement, along with a copy of your CV and send to [recruitment@mgi.ie](mailto:recruitment@mgi.ie) ***as soon as possible.*** Please include **'Application for the position of Relief Project Worker Open Access Service'** in the subject line of your email.

Applications not labelled correctly may fail to be shortlisted.