



Comhairle Contae Chill Dara
Kildare County Council

Candidate Information Booklet

PLEASE READ CAREFULLY

Homeless Outreach Worker

Closing date for receipt of completed application forms is 4.00 p.m.
on the 21st May 2026

***Kildare County Council is committed to a
policy of equal opportunity.***





Comhairle Contae Chill Dara Kildare County Council

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Introduction

Kildare County Council is one of 31 Local Authorities in the Republic of Ireland. The Council has responsibility for the delivery of a wide range of services which are necessary to the physical, economic, social, and cultural life of County Kildare, with a focus on making Kildare an attractive place to live, work and invest. Kildare County Council have 40 elected members representing 5 Municipal Districts, Athy, Kildare/Newbridge, Naas, Clane/Maynooth and Celbridge/Leixlip.

The following comprise the areas of service delivery in Kildare County Council:

- Economic & Community Development
- Local Enterprise
- Planning
- Cultural & Recreational Services
- Infrastructure
- Housing
- Fire & Emergency Services
- Environment
- Finance
- Information Services
- Corporate Services
- Human Resources
- Integration

This is an opportunity to gain employment in the role of Homeless Outreach Worker with Kildare County Council.

The Competition

The purpose of this recruitment campaign is to form a panel of Homeless Outreach Workers to fill full-time temporary and permanent posts that may arise as vacancies arise.

The Candidate

The candidates will demonstrate through their application form and at the interview that he/she:

- Possess excellent professional/technical knowledge and skills
- Excellent communication and interpersonal skills
- Excellent team leadership skills
- Ability to work independently or within multi-disciplined teams
- Problem solving skills
- Planning and organisational skills
- A good understanding of safety management in the workplace including Health & Safety legislation and regulations.

Duties and Responsibilities

Homeless Outreach Workers will be expected to carry out the following non-exhaustive list of duties:

- Appointments; interviewing and assessing clients seeking a homeless service by appointment or unscheduled presentations at public counter;
- Providing assessment and advice to people who are homeless;
- Participation in the Homeless Action Team (HAT);
- Engaging with and supporting the Housing First programme in consultation with other relevant NGOs, Service Providers and agencies;
- Assisting in Managing the delivery of Housing First in the Kildare area and linking with the provider, the HSE and Housing Agency
- Enabling and assisting clients to source suitable private rented accommodation;
- Working with clients placed in emergency facilities with a view to securing long term accommodation and where possible, avoiding continued placement in emergency facilities;
- Assisting the Council in managing Service Level Agreements with NGOs;
- Attending weekly Housing Application Assessment meeting where relevant;
- Providing information to the Housing Allocations team as requested;
- Assisting persons in settling into accommodation and ensuring that clients are fully briefed on services available to them from external agencies;
- Receiving and acting on referrals submitted via the interdisciplinary referral protocol;
- Allocating emergency accommodation as appropriate or where a client is eligible for social housing, providing information and assistance in presenting the application;
- Investigating cases thoroughly – maintaining links with other authorities, Gardaí, CWOs, Prison Services, HSE and other NGOs etc;
- Establishing new links with support services and facilitating out of office meetings in resource centres and other facilities where appropriate
- Increasing access to health and social services for those experiencing homelessness;
- Creating public/ private partnerships to benefit clients where possible;
- Attending child protection case conferences, family support meetings, family conferencing & mediation sessions, case reviews, and courts when requested;
- Liaising with rehabilitation institutions/ prisons in the region;
- Assist the Council in implementing the National Quality Standards Framework (NQSF) and the National Childcare Service to support individuals and families experiencing homelessness;
- Creating and maintaining files and records of service users;
- Documenting meetings and calls with clients;
- Recording all entry/ exit to emergency accommodation and payments due to suppliers;
- Collating data and statistics regarding the homeless service as required including research and preparation of reports for the Strategic Policy Committee on Housing;
- Record and report on monthly KPIs and annual reports as requested;

- Respond to queries on the Customer Relationship Management System (CRM) and to elected representatives as required;
- Utilise and input homeless records on the PASS system or any other data management system as directed by the Council;
- Work to continuously improve services and ensuring a solutions-focused approach to demands for homeless services.
- To participate in relevant training and development courses as agreed with Kildare County Council;
- Any other duties as may be assigned from time to time

Qualifications

Character:

Each candidate must be of good character.

Health:

Each candidate must be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

Education, Training and Experience etc.:

Each candidate must, on the latest date for receipt of completed application forms:

- Have a good standard of education. Have obtained a social care practitioner third level qualification or FETAC level 8;
- Have appropriate relevant experience in a similar position with supporting independent references;
- Understand the role and responsibility of Kildare County Council in relation to Homelessness and have experience of homeless services or relevant equivalent;
- Demonstrate a strong knowledge and competency regarding social housing options and understanding of how to prevent, divert or progress from homelessness;
- Have a strong understanding of the representational role of elected members and of local government structure as well as the role of NGOs and other agencies, charities and voluntary groups involved in the area of homelessness;
- Have very good interpersonal skills coupled with good report writing and administrative skills;
- Have a flexible attitude in dealing with the day to day issues that arise in meeting the many and various needs of this client group;
- Have experience of dealing with aggression and/or challenging behavior;
- Have experience in carrying out assessments, including risk assessments
- Have experience in developing support plans and carrying out reviews;
- Have ability to work on own initiative, to work alone and in a team setting.

Please supply copies of any certificates, diplomas or degrees you may have with the application form. If qualifications were obtained outside of Ireland, please supply a comparability statement with your application.

Driving Licence

Applicants should at the date of appointment hold a full valid Irish /EU licence, for Class B vehicles, or a licence acceptable to NDLS for transfer to full Irish licence, (Link below). They must be a competent driver and, shall drive a car in the course of their duties and for this purpose provide and maintain a car to the satisfaction of the local authority. The council must be indemnified on their insurance.

<https://www.ndls.ie/help/faq.html#exchange-of-foreign-driving-licences>

Competencies for the post of Homeless Outreach Worker

Key Competencies for the post include the following and candidates will be expected to demonstrate sufficient evidence within their application form of competence under each of these. Please take particular note to these when completing the application form as any short-listing or interview processes will be based on the information provided by the candidates:

Management and Change	Strategic Ability Displays the ability to think and act strategically to ensure they contribute to the delivery of homeless services in the County. Political Awareness Has a clear understanding of the political reality and context of the organisation. Networking and Representing Develops and maintains positive and beneficial relationships with a range of stakeholders. Builds networks of technical and professional contacts. Promotes and sustains an appropriate, positive, and cohesive image for the organisation it represents. Ability to establish and maintain effective working relationships with their all internal and external stakeholders including team members, statutory agencies and voluntary organisations. Can work with multiple stakeholders to implement change.
Delivering Results	Problem Solving and Decision Making Can pinpoint critical information and address issues logically. Understands the context and impact of decisions made. Can act decisively with complex information and multiple stakeholders. Demonstrates an understanding of the social housing system and the challenges faced by the key target groups. Operational Planning Plans projects to determine rationale, objectives and deliverables, resource requirements, timelines and milestones, reporting requirements, and evaluation

	<p>methods. Establishes high quality service and customer care standards.</p> <p>Managing Resources Manages the allocation, use and evaluation of resources to ensure they are used effectively to deliver on operational plans.</p> <p>Delivering Quality Outcomes Makes timely, informed and effective decisions and shows good judgement and balance in making decisions or recommendations.</p>
<p>Performance through People</p>	<p>Leading and Motivating Motivates others individually and in teams to deliver high quality work and customer focused outcomes.</p> <p>Managing Performance Effectively manages performance. Empowers people to achieve or exceed organisational goals by delegating sufficient authority, responsibility and accountability.</p> <p>Communicating Effectively Recognises the value of communicating effectively with all employees. Actively listens to others. Has highly effective verbal and written communication skills. Presents ideas clearly and effectively to individuals and groups. Effectively identifies and manages conflict and potential sources of conflict. Ability to deal with difficult/sensitive work situations that require excellent interpersonal, communication and judgement skills.</p>
<p>Personal Effectiveness</p>	<p>Relevant Knowledge Keeps up to date with current developments, trends and best practice in their area of responsibility. Demonstrates the required specialist knowledge, understanding and training for the role.</p> <p>Resilience and Personal Well Being Demonstrates appropriate and positive self- confidence. Remains calm under pressure and operates effectively in an environment with significant complexity and pace.</p> <p>Integrity Behaves in an honest, trustworthy and respectful manner and is transparent, fair and consistent in dealing with others</p> <p>Personal Motivation, Initiative and Achievement Is enthusiastic about the role and sets challenging goals to achieve high quality outcomes. Is self-motivated and persistent when faced with difficulties. Engages in regular critical reflection in order to identify how own performance can be improved.</p>

Knowledge, Experience and Skills	Knowledge and understanding of the structure and functions of local government including service requirements. Knowledge of current local government issues. Understanding of the role of a Homeless Outreach worker. Understanding key challenges facing the local government sector and Kildare County Council. Knowledge and experience of operating ICT systems.
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Particulars of Employment

The Post

The post is wholetime (i.e., 35 hours per week) and appointment may be permanent or temporary.

Location

Kildare County Council reserves the right to assign the successful candidates to any premises in use by the Council, now or in the future.

The person appointed will be required to report to their place of work by their own means of transport and at their own expense.

Commencement

Kildare County Council shall require a person to whom an appointment is offered to take up such appointment within a period of not more than one month and if they fail to take up the appointment within such period, or such other longer period as the Council in its absolute discretion may determine, Kildare County Council shall not appoint them.

Working Hours

The current working hours are 35 hours per week, Monday to Friday. Kildare County Council reserves the right to alter the hours of work from time to time in line with Government Circulars.

Kildare County Council also has a flexi time system in operation, details of which are available from the Human Resources Section.

You may be required to work overtime on various occasions.

All hours worked are subject to and recorded in accordance with the provisions of the Organisation of Working Time Act, 1997, and the Organisation of Working Time Regulations, 2001. Kildare County Council requires employees to record their hours using a Clocking system.

Reporting Arrangements

The Homeless Outreach Worker will report directly to the Administrative Officer or to any other employee of Kildare County Council such as the Chief Executive or Director of Service or any other appropriate employee that may be designated for this purpose.

A system of regular appraisal will be operated during employment, which will involve discussions between the employee and the line manager regarding performance and conduct.

Probationary Period of Employment

Where a person is permanently appointed to Kildare County Council, the following provisions shall apply –

- a) there shall be a period after appointment takes effect, during which such a person shall hold the position on probation;
- b) such period shall be twelve months, but the Chief Executive may, at their discretion, extend such period;
- c) such a person shall cease to hold the position at the end of the period of probation, unless during this period the Chief Executive has certified that the service is satisfactory;
- d) the period at (a) above may be terminated on giving one weeks' notice as per the Minimum Notice and Terms of Employment Acts;
- e) there will be assessments during the probationary period.

Remuneration

€57,895 per annum to €66,017 per annum (maximum)

€68,367 per annum (LSI 1) (after 3 years satisfactory service at maximum)

€70,730 per annum (LSI 2) (after 6 years satisfactory service at maximum)

On appointment successful candidates will be placed on the first point of the salary scale. Appointment to a higher point of the salary scale may apply to candidates employed elsewhere in the public service, subject to verification of service history.

Remuneration is paid fortnightly by PayPath directly to the employees nominated bank account. The current wage pay cycle may be revised during the period of employment. Remuneration is subject to all statutory deductions, e.g., P.A.Y.E. and P.R.S.I. Increments are paid annually subject to satisfactory attendance, conduct and performance and national agreements. Increments may be withheld if performance, attendance and/or conduct are not satisfactory.

Superannuation & Retirement

A person who becomes a pensionable employee of the County Council will be required in respect of their Superannuation to contribute to the Local Authority at the appropriate rate.

The terms of the Local Government Superannuation (Consolidation) Scheme 1998 as amended or the Public Services Superannuation (Miscellaneous Provisions) Act 2004 or the Public Service Pensions (Single Scheme & Other Provisions) Act 2012 will apply as appropriate on appointment.

Retirement age for employees is dependent on their relevant contract of employment, with due consideration being given to the rules of the Superannuation Scheme to which they belong.

- For appointees who are deemed not to be “new entrants” as defined in the Public Service Superannuation (Miscellaneous Provisions) Act, retirement is compulsory on reaching 70 years of age.
- The minimum retirement age for “new entrants” to the public service as defined in the Public Service Superannuation (Miscellaneous Provisions) Act 2004 is 65. There is no mandatory retirement age.
- Effective from 1st January 2013, The Single Public Service Scheme applies to all first-time new entrants to the public service, as well as to former public servants returning to the public service after a break of more than 26 weeks:
 - Retirement age is set, initially, at 66 years; this will rise in step with statutory changes in the State Pension Contributory (SPC) age to 67 years in 2021 and 68 years in 2028.
 - Compulsory retirement age will be 70.

Annual Leave

Granting of annual leave, payment for annual leave and arrangements for public holidays will be governed by the provisions of the Organisation of Working Time Act 1997 and the nationally agreed annual leave scheme for the sector. The annual leave year runs from 1st January to 31st December. The current leave entitlement for this post is **30** days.

The Chief Executive of Kildare County Council retains autonomy regarding office closures, (e.g., Christmas Office Closure), any days arising from such closure will be reserved from the employee’s annual leave entitlement. Proposed office closure days will be reviewed and advised to all employees each year.

Residence

The person holding the office must reside in, or at an address convenient to the Local Authority, as approved by the Chief Executive.

Outside Employment

The position is fixed-term, and the officer may not engage in private practice or be connected with any outside business which would interfere with the performance of official duties.

Code Of Conduct/Organisation Policies

Employees are required to adhere to all current and future Kildare County Council codes of practice including Code of Conduct of Employees and all current and future organisational policies including, but not limited to Health and Safety, Communications, Data Protection, Equality, Staff Mobility, Attendance Management and Use of Electronic Equipment.

Training

Employees are required to attend and participate fully in training programmes as may be decided by the Council from time to time and to apply their learning in the course of their daily working activities.

Health and Safety Regulations

Kildare County Council as an Employer is obliged to ensure, so far as it is reasonably practicable the Safety, Health and Welfare at Work of all its employees. Under the Safety, Health and Welfare at Work Act 2005, the County Council has a legal duty to exercise all due care and take all protective and preventative measures to protect the Safety, Health and Welfare of its employees.

All employees also have a legal obligation under Safety and Health legislation to co-operate with management and not engage in any improper conduct or behaviour or do anything, which would place themselves or others at risk.

Canvassing

Any attempt by a candidate, or by any person(s) acting at the candidate's instigation, directly or indirectly, by means of written communication or otherwise influence in the candidate's favour, any member of the staff of the County Council or person nominated by the County Council to interview or examine applicants, will automatically disqualify the candidate for the position being sought.

Important Notice

The above represents the principal conditions of service and is not intended to be the comprehensive list of all terms and conditions of employment which will be set out in the employment contract to be agreed with the successful candidate.

Communications

Kildare County Council will contact you, when necessary, at each stage of the competition by email. It is strongly recommended that you only submit one email address with the application form, and that you do not change your email address during this recruitment campaign, as any email will be sent to the email address originally supplied on your application form. It is important to note that the email address you provide when applying must be one that you can access at all times. The onus is on the applicant to inform the Human Resources Department of any change in email address throughout the recruitment and selection campaign. This can be done by emailing jobs@kildarecoco.ie. The onus is also on each applicant to ensure that s/he is in receipt of all communication from the Council. Kildare County Council does not accept responsibility for communications not accessed or received by an applicant.

The personal information collected on the application form, including any attachments, (which may include the collection of sensitive personal data) is collected for the purpose of processing this application and any data collected is subject to Kildare County Council's privacy statement which can be found at [Click Here](#)

Before You Proceed

Before proceeding you should satisfy yourself that you meet the requirements for the post as set out in Page 4, 5, 6 and 7 of this booklet. This will prevent you from incurring unnecessary expense in progressing in the competition.

Shortlisting

Kildare County Council reserves the right to shortlist applications. Shortlisting may take the form of either a desktop-shortlisting process (based on the information provided by the candidate in their completed application form) or a shortlisting interview.

Kildare County Council reserves its right to shortlist candidates, in the manner it deems most appropriate, to proceed to the interview stage of the competition. Shortlisting will be completed on the basis of information supplied on the application form and the likely number of vacancies to be filled. It is therefore in your own interest to provide a detailed and accurate account of your qualifications / experience on the application form. The shortlisting process will provide for the assessment of each applicant's application form against predetermined criteria that reflect the skills and depth of experience considered to be essential for a position at this level.

The information you supply in the application form will play a central part of the shortlisting process. Kildare County Council's decision to include you on the shortlist of candidates going forward to the next stage of the process may be determined based on this information.

The shortlisting board will examine the application forms against pre-determined criteria based on the requirements for the position. It is therefore in your own interest to provide a detailed and accurate account of your relevant qualifications/experience on your application form. Based on examination of the application form, the shortlisting board will select those who appear to be most suitable for the position.

You will be contacted in relation to any interview dates and times. The onus is on you to attend for interview on the dates and times allocated. Alternative dates and times cannot be facilitated. When attending for interview you must produce photographic identification.

Interview Stage

Interview Process

The interview is your opportunity to provide evidence of your knowledge, skills and experience and the Local Authority's opportunity to assess your suitability for the role as advertised.

Candidates will be assessed at the interview under five main competencies.

- 1. Management and Change**
- 2. Delivering Results**
- 3. Performance through People**
- 4. Personal Effectiveness**
- 5. Knowledge, Experience and Skills**

A list of these competencies and key indicators are included on pages 5, 6 and 7.

Candidates must achieve a minimum 50% of the total marks available in each of the competencies outlined above at interview in order to meet the qualifying standard.

Kildare County Council may at their discretion require candidates to attend a preliminary interview in which case admission to the competitive interview would be conditional on candidates reaching such a standard as Kildare County Council considered appropriate in the preliminary interview.

Interviews shall be conducted by Board(s) set up by Kildare County Council. The Board(s) will assess the merits of candidates (except insofar as they are assessed otherwise) in respect of matters referred to in the prescribed Qualifications and any other relevant matters. Only candidates who reach such a standard as Kildare County Council consider satisfactory in the competitive interview shall be considered for selection and placed on a panel.

Feedback

Candidates shall be notified of the outcome of each stage of the selection process as soon as possible.

If, following the interview, a candidate is placed on a panel they shall be informed of their marks and position on the panel.

Deeming of candidature to be withdrawn

Candidates who do not attend for interview when and where required by Kildare County Council, or who do not, when requested, furnish such evidence as required by Kildare County Council within the specified timeframe, regarding any matter relevant to their candidature, will be deemed to have withdrawn their application from the competition.

Pre-Employment Checks

Before contracts of employment are agreed, various checks are undertaken. These include medicals, references, verification of qualifications and may include Garda vetting.

Confidentiality

Kildare County Council, in its recruitment and selection procedures, has appropriate measures in place to protect the confidentiality of all applicants. All enquiries, applications and other aspects that form part of the recruitment formalities are treated as confidential and are not disclosed to anyone, outside of those directly involved in the recruitment process - subject to the provisions of the Freedom of Information Acts.

Records created, maintained, and stored by Kildare County Council as part of the recruitment and selection process are subject to a range of legislation, including Freedom of Information and Data Protection. Kildare County Council shall comply with the National Records Retention Policy and any other relevant records retention policies.

Citizenship

Critical Skills Occupations

Candidates must, by the date of submission of application form, have a Critical Skills Employment Permit (Stamp 1G) Candidates should ensure that the post they are applying for is included in the Critical Skills Occupation list.

Non Critical Skills Occupations

Candidates must, by the date of submission of application form, be:

- (a)** A citizen of the European Economic Area (EEA). The EEA consists of the Member States of the European Union, Iceland, Liechtenstein and Norway;
or
- (b)** A citizen of the United Kingdom (UK); or
- (c)** A citizen of Switzerland pursuant to the agreement between the EU and
- (d)** Switzerland on the free movement of persons; or
- (e)** A non-EEA citizen who is a spouse or child of an EEA or UK or Swiss citizen and has a stamp 4 visa; or
- (f)** A person awarded international protection under the International Protection Act 2015 or any family member entitled to remain in the State as a result of family reunification and has a stamp 4 visa or
- (g)** A non-EEA citizen who is a parent of a dependent child who is a citizen of, and resident in, an EEA member state or the UK or Switzerland and has a stamp 4 visa.