

KILDARE COUNTY COUNCIL
CANDIDATE INFORMATION BOOKLET
PLEASE READ CAREFULLY

HOMELESS OUTREACH WORKER
PERMANENT & CONTRACT POSTS

Closing Date: 4.00 p.m. on 9TH February 2023

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

Contact:
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JOB DESCRIPTION

THE JOB: HOMELESS OUTREACH WORKER

Kildare County is seeking to establish a panel of Homeless Outreach Workers to fill permanent and contract posts that arise during the life of the panel.

RESPONSIBILITIES/DUTIES:

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

THE IDEAL CANDIDATE

It is desirable that candidates 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.

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>

QUALIFICATIONS

The qualifications for the position of Homeless Outreach Worker are:

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/EXPERIENCE, ETC.:

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

- (a) Have a good standard of education. Have obtained a social care practitioner third level qualification or FETAC level 8;
- (b) Have appropriate relevant experience in a similar position with supporting independent references;
- (c) Understand the role and responsibility of Kildare County Council in relation to Homelessness and have experience of homeless services or relevant equivalent;
- (d) Demonstrate a strong knowledge and competency regarding social housing options and understanding of how to prevent, divert or progress from homelessness;
- (e) 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;
- (f) Have very good interpersonal skills coupled with good report writing and administrative skills;
- (g) 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;
- (h) Have experience of dealing with aggression and/or challenging behavior;
- (i) Have experience in carrying out assessments, including risk assessments
- (j) Have experience in developing support plans and carrying out reviews;
- (k) 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.

PRINCIPAL CONDITIONS OF SERVICE

TYPE OF POST: To form a panel from which full-time, permanent and fixed term contract posts may be filled.

SALARY:

€51,526 per annum to €58,754 per annum (maximum)

€60,846 per annum (LSI 1) (after 3 years satisfactory service at maximum)

€62,950 per annum (LSI 2) (after 6 years satisfactory service at maximum)

Please note starting pay for new entrants will be at the minimum of the scale. The rate of remuneration may be adjusted from time to time in line with Government Pay Circulars.

PROBATION:

- (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 six months but the Chief Executive may, at his 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) There will be assessment(s) during the probationary period;

Working Hours (35 Hour Week)

The hours of work are 9.00 a.m. to 5.00 p.m. Mondays to Fridays (rotas operate for lunchtime opening). Kildare County Council also has a flexi time system in operation, details of which are available from the Human Resources Section.

The Council reserves the right to alter your hours of work from time to time.

You may be required to work overtime on various occasions.

All hours of work will be subject to and recorded in accordance with the provisions of the Organisation of Working Time Act, 1997 and the Organisation of Working Time Act (Regulations) 2001.

Location

Staff will be based at Áras Chill Dara, or other council facilities within the county.

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

Residence

Holders of the post shall reside in the district in which their duties are to be performed or within a reasonable distance thereof.

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.

Superannuation Contribution

Persons who become pensionable officers of a local authority, who are liable to pay the Class A rate of PRSI contribution will be required in respect of their superannuation to contribute to the rate of 1.5% of their pensionable remuneration plus 3.5% of net pensionable remuneration (i.e. pensionable remuneration less twice the annual rate of the State Pension Contributory).

Persons who become pensionable officers of a local authority who are liable to pay the Class D rate of PRSI contribution will be required, in respect of their superannuation, to contribute to the local authority at the rate of 5% of their pensionable remuneration.

All persons who become pensionable officers of a local Authority are required, in respect of the Local Government (Spouses and Children's Contributory Pension) Scheme, 1986, to contribute to the local authority at the rate of 1.5% of net pensionable remuneration (i.e. pensionable remuneration less twice the annual rate of State Pension contributory) in accordance with the terms of the Scheme.

Pension Arrangements and Retirement Age

Candidates will be informed of their superannuation position at time an offer of appointment is being made.

Incentivised Scheme for Early Retirement (ISER)

It is a condition of the Incentivised Scheme for Early Retirement (ISER) as set out in Department of Finance Circular 12/09 that retirees, under that Scheme, are debarred from applying for another position in the same employment or the same sector. Therefore, such retirees may not apply for this position.

Eligibility To Work In Ireland

Please note that in order to work in Ireland, a non-EEA National, unless they are exempted, must hold a valid Employment Permit. Should you be successful in the selection process, prior to appointment you will be required to confirm that you are in possession of same.

APPLICATION PROCESS

Candidates are invited to complete the online application form on our candidate portal. First time candidates will need to register with the Submit.com platform and then complete the form. Details are available on our website at <http://kildare.ie/countycouncil/AllServices/Recruitment/>.

Closing date is Thursday 9th February 2023 at 4.00 p.m.

An official application form must be completed in full by the closing date for the competition. Please note that amendments to the application form will not be accepted after the closing date.

SELECTION PROCESS

The competition may consist of a two-stage process:

1. Eligibility/Shortlist

Candidates will be assessed to determine if they meet the declared qualifications for the post. Shortlisting may also be carried out depending on the number of applications received and the likely number of vacancies to be filled. Where shortlisting applies candidates will be assessed relative to each other based on information supplied in the application form. Only shortlisted candidates will be called for interview.

2. Competitive interview

Candidates are expected to demonstrate in their application form and at interview that they have the **knowledge, understanding, skills** and **experience** required for the role as detailed above in the job description and qualifications for the position.

Candidates will also be assessed under the following key competencies.

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 local authority. Networking and Representing Ability to establish and maintain effective working relationships with their team members, statutory agencies and voluntary organisations.
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	Sustains a positive image and profile of the local authority
Delivering Results	<p>Problem Solving and Decision Making Acts decisively and makes timely, informed and effective decisions.</p> <p>Delivering Quality Outcomes Has excellent organisational skills to manage a busy and complex workload.</p> <p>Strong administration and reporting skills and ability to maintain up to date records and statistical information.</p> <p>Has experience of homelessness services and knowledge of social housing policies and social and welfare rights and entitlements</p>
Performance through People	<p>Leading and Motivating Leads, motivates and engages others to achieve quality results.</p> <p>An ability to act as a positive motivating force to assist clients reach their full potential.</p> <p>Managing Conflict Effectively identifies and manages conflict and potential sources of conflict.</p> <p>Communicating Effectively Ability to deal with difficult/sensitive work situations that require excellent interpersonal, communication and judgement skills.</p>
Personal Effectiveness	<p>Resilience and Personal Well Being Remains calm under pressure and possesses the personal resilience required to work in a demanding and complex environment.</p> <p>Values the well-being of self and others by managing stress levels and work-life balance.</p> <p>Personal Motivation, Initiative and Achievement Is enthusiastic about the role and is motivated in the face of difficulties and obstacles.</p>

APPOINTMENT

Other

Appointments to the Council are subject to satisfactory checks with regard to references, qualifications, medical examinations, and Garda Vetting as applicable.

Period of Acceptance

The local authority shall require persons 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 longer period as the local authority in its absolute discretion may determine, the local authority shall not appoint them.

Feedback and Review

Candidates can seek feedback from their interview. If a candidate is unhappy with an action or decision in relation to their application for appointment, they can seek a review of the process. Any request for feedback or review must be made within 5 working days of the date of notification of the decision.