

Job Advertisement

Job title:	Intensive Case Manager – Midlands
Department:	Housing First
Reporting to:	Team Leader
Salary:	€38,906 - €40,547
Hours:	Full-Time, on-call hours
Location:	Co. Laois, Co. Longford, Co. Offaly & Co. Westmeath
Mandatory:	Full driving licence

Role overview

Peter McVerry Trust is a national housing and homeless charity committed to reducing homelessness and the harm caused by substance misuse and social disadvantage.

The Housing First model aims to develop and maintain effective relationships with the clients, promote self-determination and choice, recovery orientation and harm reduction while maintain a focus on ensuring clients are provided with intensive case management through assertive community treatment.

The role will involve a commitment to continuous improvement through ongoing review of current practices within Housing First, informed by feedback from key stakeholders and best practice.

Responsibilities

The role of Intensive Case Manager will include but not limited to, the following key responsibilities;

To the Manager/Project Leader;

- To work for Peter McVerry Trust within the authority delegated to him/her by the Manager/Project Leader;
- Meet with the Manager/Project Leader at regular intervals regarding the progress of his/her work;
- To assist the Manager/Project Leader in delivering core housing management services to residents of PMVT and their communities.

To provide direct support to participants through:

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- Completing face to face assessment to determine eligibility for service, progress and need areas on a regular basis;
- Initiating dialogue regarding mental health and physical health as part of a holistic/integrated approach to care planning and coordination;
- Developing a support plan based on assessment information in collaboration with the participants and reviewing it regularly;
- Linking the participant to services, resources, and supports as specified in the support plan. For example to entitlements, treatment, medical care, housing, etc.
- Assisting participants to manage their tenancies with intervention, support and supervision;
- Monitoring progress, service delivery, physical and mental health by providing a minimum of monthly service to all individuals on assigned caseload. Provides increased frequency of service whenever required;
- Liaising with the appropriate agencies to support the ongoing health and well-being of the participants
- Performing crisis intervention to resolve critical situations;
- Maintaining records and data, in accordance with requirements.

To maintain a safe and healthy living environment through:

- Adhering to safety and security protocols;
- Supporting participants with estate management matters;
- Ensuring that the environment in which they are living, inside and communal areas, are maintained to a high standard at all times;
- Advising and supporting residents with housekeeping needs;
- Mediating disputes and encouraging co-operation in shared living environments.

To respond to requests for service through:

- Linking in with other Peter McVerry Trust services, screening and assessment;
- Communication of information and referral to services where required;
- Engaging in out of hours on call service on roster basis.

To undertake administrative duties through:

- Maintaining residents' details and documentation;
- Rent collection and administration;
- Attend staff meetings, case review meetings, supervisory meetings, and training as required Providing written reports to the Manager/ Team Leader where necessary;
- Recording any Incidents / Accidents that may occur.

Change in work programme:

- It may be necessary, from time to time, for workload to be re-prioritised in order to accommodate workloads in other areas of the organization. Due notice and consultation will be given.

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To have a positive and enthusiastic attitude in work:

- In your interactions with management, staff and participants of the Peter McVerry Trust.
- In your interactions with external agencies while representing the Peter McVerry Trust.

Other Duties:

Undertake any other agreed duties to ensure the provision of the service.

Experience required

Qualifications, Skills and Experience required;

- Degree level qualification in housing, social care/youth work, addiction studies or related field;
- Essential competencies: Commitment to providing the highest level of service, respect for others, openness to change, communication skills– oral, aural and written, contributing to the prevention and management of challenging behavior, professionalism & maintaining professional boundaries and effective team working. (All other competencies to be reviewed as part of the supervision and support process);
- Ability to work independently and within a team environment and exercise mature judgement;
- Keen interest in the area of housing and homelessness;
- Experience of Intensive Case Management is a distinct advantage;
- Work schedule will include some evenings and/or weekends as needed.
- Hold a full current driver license and have access to a car

Other information

- Confidentiality: It is a condition of service that all information obtained during the course of employment, especially with regard to participants affairs is treated with the strictest confidence.
- Equal Opportunities: To implement Equal Opportunities into your daily practice at all times
- Health and Safety: To be responsible for your own health and safety and that of your Colleagues in accordance with relevant PMVT policies and procedures.
- Child Protection: Follow all child protection legislation, regulations, and guidelines including the PMVT Child Protection and Safeguarding Policy.

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How to apply

To apply, please download the application form available at pmvtrust.ie/careers and return to recruitment@pmvtrust.ie.

Peter McVerry Trust is an Equal Opportunity Employer.

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