



Job Description

Job Title:	Contact worker
Location:	Tallaght, Dublin
Department:	Cuan Alainn Family Hub
Responsible to:	Centre Manager
Job Purpose	The role of the Contact worker is to ensure the efficient operation of the service while on duty, and provide support to the women and children residing at the Centre
Terms:	Fixed-term Full-time (Flexible Mon to Sun (Days & Nighs))
Core Duties & Responsibilities:	<ul style="list-style-type: none"> ➤ Ensure the day-to-day operations of the service are run in accordance with Respond's policies and procedures ➤ Staff the front desk, welcoming service users, staff and visitors to the service ➤ Handle enquiries, including telephone calls and agency visits ➤ Monitor and control access at building entrances ➤ Monitor common areas, grounds and security cameras and notify on call security company of any concerns ➤ Respond to all residents safety and security related incidents, ensuring correct service procedures are followed, record and report such incident as appropriate ➤ May be required to perform light janitorial or maintenance duties as appropriate ➤ The list of tasks is not an exclusive one and duties may vary from time to time
Person Specification:	<ul style="list-style-type: none"> ➤ Relevant experience in a social care setting ➤ First aid, ASIST, manual handling, Fire warden and lone working certificates advantageous. ➤ An understanding of the nature of homelessness and the needs of homeless families ➤ A working knowledge and understanding of Child Protection ➤ The ability to treat service users in a non-judgemental and respectful manner ➤ Adhere to professional boundaries and work in a professional manner at all times ➤ Good oral and written communication skills ➤ Strong interpersonal and teamwork skills ➤ Highly motivated, reliable and flexible ➤ Garda Vetting will be conducted on an ongoing basis

