



JOB DESCRIPTION

Respond is the largest housing association in Ireland providing social housing and homeless services. Our vision is that ‘every family and individual in Ireland will have high-quality housing as part of a vibrant and caring community’. We are growing rapidly in response to the housing crisis and are now looking for the right person who has the passion and skills to help us realise our vision.

Role:	Contact Worker
Location:	Firhouse Homeless Service, Firhouse, Dublin 24
Reporting to:	Service Manager
Terms:	Fixed-term Contract – 40 Hours (Flexible Mon to Sun)
Job Purpose:	To ensure the efficient operation of the service while on duty and to provide support to the families living in the service

Core duties and responsibilities:

- To provide a range of support and interventions to families
- Complete accurate written records and/or reports where appropriate
- Update when appropriate the Pathway Accommodation & Support System (PASS)
- To maintain a safe and healthy living environment
- Respond to all residents safety and security related incidents, ensuring correct service procedures are followed, record and report such incidents as appropriate
- Adhere to professional boundaries and work in a professional manner at all times
- Attend and participate in team meetings and continuous professional development
- Ensure the environment is maintained to high standards at all times
- The list of duties is not exhaustive and duties may vary from time to time.

Person specification:

- Relevant experience in a social care setting
- An understanding of the nature of homelessness and the needs of homeless families
- First aid, ASIST, manual handling, fire warden and lone working certificates advantageous.
- A working knowledge and understanding of Child Protection
- The ability to treat service users in a non-judgmental 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
- Ability to demonstrate the skills required to work in the area of homelessness
- Garda vetting will be conducted on an ongoing basis