## A logo with blue and orange letters Description automatically generated A logo of a person with a hand raised Description automatically generated

|  |  |
| --- | --- |
| **Job Title** | Outreach Support Worker |
| **Employer** | North Tipperary Development Company (NTDC) |
| **Reporting Relationship** | Manager – Ascend Domestic Abuse Service, CEO- NTDC |
| **Reporting Staff** | None |
| **Location of Post** | Thurles and Nenagh Municipal Districts |
| **Closing Date for Applications** | 12:00noon Friday 27th September 2024 |
| **Date of Interviews** | To Be Confirmed |
| **Benefits offered by NTDC** | **Salary:** Competitive salaries in line with those in the public service.  **Travel expenses:** Travel expenses are reimbursed at public service rates.  **Annual Leave:** 25 days annual leave.  **Pension:** Contributory pension benefits for long term staff.  **Organisation Culture:** Positive working environment and proactive approach to professional development, reflective practice, and supervision.  **Training & Development:** Opportunities to access training relevant to the role. |

**THE EMPLOYER: NORTH TIPPERARY DEVELOPMENT COMPANY (NTDC)**

North Tipperary Development Company (NTDC) is a local development company responsible for the delivery of a range of rural enterprise, social inclusion, and community development initiatives in the Tipperary North County area.

The purpose of NTDC is to act as a voluntary, non-profit making, private limited company with a mission to promote social inclusion, promote economic development, increase employment and enterprise opportunities, and promote wider participation in voluntary activity for the people of the area.

# THE PROGRAMME: ASCEND

Ascend is a Domestic Abuse Service which provides supports for women survivors of domestic abuse and their children living in North Tipperary. The mission of Ascend is to ensure that every woman can live a life without coercive control and reclaim the power to fulfil her potential. Ascend works collectively and collaboratively with women, families, communities, and agencies to promote a clearer societal acknowledgement of the unacceptability of domestic abuse.

Ascend is a client led service. We aim to put the safety of women and children at the centre of our work, to empower women in their lives, and to advocate on their behalf where appropriate. We aim to ensure that women have support and information about the dynamics of domestic abuse and of relevant services available so that they can make informed choices. Ascend has a team of support workers who provide one to one practical and emotional support for women survivors and journey with them as they seek safety and a better life for themselves and their children.

# THE ROLE AND PURPOSE OF THE JOB

The Outreach Support Worker works as part of the Ascend team to deliver services for women who are or have experienced domestic abuse. They are responsible as part of the team to deliver high quality services that are in line with best practice in the sector. They will work as part of the Ascend team to raise awareness of domestic abuse and to develop strategies to engage with hard-to-reach communities and women who are faced with additional complex needs and vulnerabilities.

# CORE RESPONSIBILITIES INCLUDE:

* Maintaining quality and consistency of assessment, support and safety offered to service users. This includes ensuring that services are client led and that service users are supported in their efforts to enhance the safety and quality of life for themselves and their children by providing safe, confidential space to explore Domestic Abuse as it affects them in all areas of their lives. This role will also include providing Coort Accompaniment to clients in both Thurles and Nenagh Court settings.
* Maintaining high professional standards and availing of professional development opportunities to enhance their professional capacity in relation to the role in the service.
* Developing and implementing effective public awareness and prevention strategies.
* Establishing and maintaining collaborative relationships with relevant agencies to optimise access for women survivors and their children to relevant services.
* Maintaining appropriate administrative and other systems to support the operation of the service.
* Provide court accompaniment for clients attending court in relation to orders, family law and other issues as they arise.
* Preparing client paperwork for court in line with legal requirements.

**Quality of Assessment, Support and Safety**

* To establish a strong, supportive relationship with designated service users in a timely manner.
* To provide a client led service, supporting service users to name their experience, identify their safety and support needs and develop an action plan to address these needs.
* To provide practical and emotional support for service users and accompany them as they seek to take action to rebuild their confidence and self-esteem, improve their safety and the improve the quality of life for themselves and their children.
* To provide a confidential and supportive space where women feel safe to talk about their experience of domestic abuse and acknowledge and understand the emotional and traumatic impact of that experience.
* To provide information to service users on the services and agencies that can support them in relation to legal protection and support her to seek legal protection if that is her decision.
* To provide information to service users on services and agencies that can support them in relation to other needs resulting from domestic abuse including housing, finance, mental and physical health needs, and support them to access these services if that is their decision.
* When referring service users to other agencies to ensure to make clear and secure referrals. This includes accompanying them as required and advocating on their behalf.
* To staff outreach clinics throughout North Tipperary as required.
* To follow the Ascend policies and protocols and best practice in the sector when working with service users, ensuring that the service is client led and that an integrated package of supports is available to each service user.
* To always observe and enforce a policy of strict confidentiality in relation to all aspects of the service.
* To contribute to the work of Ascend in relation to the ongoing development the outreach and other services, monitoring and evaluating services offered, identifying gaps and developing new services and responses as and when required.

**Professional and Practice Development of Staff**

* To actively seek out and avail of management guidance and support, guidance about the work and how they are carrying out the support role.
* To actively engage in the Ascend case management process to ensure that service users’ needs are addressed and that risk assessment, care/support planning and safety planning are in line with best practice in the sector.
* To actively participate in monthly professional supervision and team meetings and avail of other professional development opportunities relevant to the role.
* To work as part of the team to promote a positive team spirit within the Ascend team and proactively develop processes which support collaborate and co-operation within the team.

**Prevention and Public Awareness**

* To work as part of the staff team to develop the profile of Ascend within the community, raise awareness of domestic abuse and of the services available through Ascend.
* To work as part of the team to develop strategies to engage with hard-to-reach communities and those facing complex challenges and vulnerabilities (e.g. older people).
* To work as part of the staff team to identify and respond to opportunities to works collaboratively with women, families, communities, and agencies to promote a clearer societal acknowledgement of the unacceptability of domestic abuse.
* To seek out opportunities to work collaboratively with local communities and relevant agencies to promote awareness of domestic abuse and of the role of Ascend. This includes providing information sessions and training opportunities as appropriate.
* To contribute to ensuring service user participation and involvement in the running of the service and their active engagement with the wider community.

**Working Collaboratively with Other Agencies**

* To establish and maintain relationships with relevant organisations in the public, private, voluntary and community sectors locally and regionally.
* To positively promote the service and proactively represent the interests of all women, children and young people who have experienced gender-based violence.
* To working collaboratively with other service providers to respond to the needs of service users and facilitate service users to access legal protection and support from other services as appropriate to their needs.
* To work as part of the team to establish clear and secure referral pathways and protocols with relevant services.
* To advocate individually and collectively on behalf of service users to facilitate them to access services of relevant statutory and other agencies.
* To operate within the parameters of Children First and work collaboratively with Tusla and the Gardaí in relation to child safeguarding and any child protection concerns that arise.
* To participate in relevant fora and proactively work with local statutory and other agencies and seek to positively influence policy and practice development, eliminate barriers and facilitate timely access for service users’ to locally based, user friendly services.

**Administrative and other duties**

* To maintain appropriate administration systems to ensure effective operation of the service.
* To gather and collate relevant data on the use of the service to inform the ongoing development of the service, provide demonstratable evidence of its effectiveness and provide information for funders as required.
* To contribute to the maintenance of appropriate and full administrative records, particularly in relation to service delivery and usage
* To provide written reports and other documentation on the service for internal and external purposes as required.
* To work on own initiative and as part of a team to ensure quality of service delivery.

**Other General Duties**

* To always comply with Ascend’s policies and procedures, including implementation of the following policies: The Child Safeguarding; Data Protection; Confidentiality; Complaints; Volunteer.
* To work in a manner which positively promotes the aims, objectives and values of the organisation.
* Undertake any duties consistent with the post as may be requested by the Manager or CEO.
* To comply with the NTDC Health and Safety policy as it pertains to the role and to Ascend.

***The above Job Description is not intended to be a comprehensive list of all duties involved and consequently the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office.***

**PERSON SPECIFICATION**

|  |  |  |
| --- | --- | --- |
| **Factors** | **Essential** | **Desirable** |
| Qualifications | * Relevant Level 8 professional qualification (e.g., psychology, social work, social care, counselling, family law or legal profession) approved by CORU or other relevant registration body |  |
| Knowledge | * Excellent knowledge and understanding of domestic abuse/ coercive control, post separation abuse and other issues affecting women survivors and their children. * Excellent understanding of trauma informed care and the impact of domestic abuse on women and children. * Extensive knowledge of services and supports required and available to women survivors and their children. * Comprehensive knowledge of domestic abuse and current legislation to protect and support women survivors. * Comprehensive understanding and strong working knowledge of Children First and other relevant legislation. * Comprehensive knowledge of statutory and other regulations regarding working with women and their children and the practice implications of these. | * Knowledge and experience of a client data collection system e.g. a CRM System |
| Experience | * At least 2 years’ relevant experience in a social care/ counselling setting and of working one-to-one with vulnerable service users in a key working role * At least 2 years’ experience of working one-to-one with vulnerable service users in a supportive/key working role. * Strong record in key working, needs assessment and developing support plans. * Experience in the efficient management of caseload and prioritising required interventions. * Experience of working one to one with service users who have experienced domestic abuse. * Strong record of accomplishment in working collaboratively with other agencies in the provision of services. * Strong record in effectively advocating for service users. * Knowledge and experience of reflective practice and commitment to engage in self-reflective practice. * Proven ability to work effectively within a team structure. * Proven ability to manage a demanding and diverse workload | * Track record in providing key working support for women survivors in relation to domestic abuse. * Experience in designing and delivering group-based programmes for vulnerable service users. * Experience of the court system in relation to family law |
| Core Competencies | * Ability to build positive working relationships with stakeholders including service users, colleagues and other agencies. * Empathetic nature and appreciation of the challenges experienced by women in domestic abuse situations. * Ability to support service users through a process of change and help them have the confidence and motivation to take the necessary steps to bring about the changes they desire. * Ability to communicate the challenges for women to other stakeholders and successfully advocate for service users. * Ability to work collaboratively with colleagues and work effectively as part of a team. * Ability to work collaboratively with other agencies and positively influence their policy and practice to make services more accessible to service users. * Capacity to create an awareness of the role and the service among relevant professionals. * Excellent problem solving, crisis management and decision-making skills. * Excellent verbal and written communication skills including and report writing skills. * Excellent administrative skills and ability to maintain effective administrative systems, keep accurate records, and produce reports in a timely manner. * Self-starter with capacity to apply creativity and initiative appropriately within the parameters of the role. * Excellent planning and organisational skills with proven ability to identify priorities, work to deadlines and organise the work to ensure optimum service delivery. * Strong resilience and capacity to manage stress and to work effectively under pressure. * Excellent IT skills, including Word, Excel, and PowerPoint. * Capacity to accurately represent the mission, objectives, and ethos of Ascend and of NTDC. |  |
| Other requirements | * Understanding of and commitment to confidentiality as it applies to a service for vulnerable adults and children. * Integrity and dependability. * Empathic nature, people oriented and concern for others. * Self-awareness and willingness to learn. * Commitment to equality and the ethos/policies of NTDC. * Full clean driving licence and use of car as required for work. * Adaptability and flexibility re unsocial hours and multiple sites. * Satisfactory police/Garda clearance |  |

|  |  |
| --- | --- |
| Garda Clearance | The successful applicant must undergo and secure Garda Vetting through the NTDC Policy |
| Contract | The Project Worker will be employed by NTDC and contracted until 31st December 2025.  The continuation of the contract is subject to continued need for the service and continued availability of funding. The Ascend Service has been in operation since 2002 and has consistently received annual rollover statutory funding during that time.  It must be understood however, that if the position becomes redundant at any time during the period of the contract or if the funding for the post is discontinued the employment may be terminated. |
| Probation | The following probationary provisions shall apply:   1. There shall be a period after such appointments take effect during which such persons shall hold the post on probation. 2. The period shall be nine months, but the CEO may at their discretion extend such a period. 3. Such persons shall cease to hold the post at the end of the period of probation unless during such period the CEO has certified that the service of such persons is satisfactory. |
| Health | A candidate for and any person holding office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service. |
| Character | Candidates for and any person holding the office must be of good character. References will be sought prior to job offer being made. |
| Competition Selection Process | Short-listing may be carried out based on information supplied in your Application Form The criteria for short listing are based on the requirements of the post as outlined in the ‘essential qualifications for the post’ and the core skills / competencies section of the job specification. Therefore, it is especially important that you think about your experience considering those requirements. Failure to include information regarding these requirements may result in you not being called forward to the next stage of the selection process. A panel may be formed from which future positions may be filled. |
| Salary Scale | €37,000 - €56,607  The successful applicant will be offered a salary commensurate with qualifications and experience. |
| Hours of Work | 35 hours per week. Ability to work evenings and some weekends is essential. |
| How to Apply | Please complete the Official Application Form. They are available by contacting Patricia Whelan at [pwhelan@ntdc.ie](mailto:pwhelan@ntdc.ie) or the NTDC website at [www.NTDC.ie](http://www.NTDC.ie) Completed Application Forms to be submitted Patricia Whelan at [pwhelan@ntdc.ie](mailto:pwhelan@ntdc.ie) on or before 27th September 2024 by 12noon. |