**VACANCIES: INTENSIVE CASE MANAGER**

**Ref: AL/10**

**Title of Post: Intensive Case Manager**

**Location:** Dublin

**Reporting:** Service Manager/Team Leader

**Salary:**

**Hours of Work**: 39 Hours per week

**About Peter McVerry Trust:** Established in 1983 by Fr Peter McVerry the charity works with individuals at risk of, or experiencing homelessness, primarily in the Dublin region. Peter McVerry Trust provides a wide range of services in the areas of prevention, housing, homelessness, under 18s residential and drug treatment.

**Our Vision**: “An Ireland that supports all those on the margins and upholds their rights to full inclusion in society.”

**Our Mission:** Peter McVerry Trust is committed to reducing homelessness and the harm caused by drug misuse and social disadvantage. Peter McVerry Trust provides low-threshold entry services, primarily to younger persons with complex needs, and offers pathways out of homelessness based on the principles of the Housing First model and within a framework that is based on equal opportunities, dignity and respect.

**Key Responsibilities and Duties:**

**1**. **To the Manager/Project Leader;**

* + - * To work for Peter McVerry Trust within the authority delegated to him/her by theManager/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.

**2.** **To provide direct support to participants through:**

* + - * 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.

**3. 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.

**4. 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.

**6. 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.

**7. 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.

**8. 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.

**9.** **Other Duties:**

* Any other duties as designated by the Manager/Team Leader/Social Care Leader.

**Person Specification:**

**Qualifications and Experience:**

* 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;
* At least 2 years’ experience 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.

**To apply, please download the PMVT application form from** [**http://www.pmvtrust.ie/about-us/vacancies/**](http://www.pmvtrust.ie/about-us/vacancies/)**. Please quote the reference code PMVT AL/10/17. Completed application forms should be sent to** [**recruitment@pmvtrust.ie**](mailto:recruitment@pmvtrust.ie) **or to the HR Department, 29 Mountjoy Square, Dublin 1**

**Peter McVerry Trust is an Equal Opportunity Employer**

**Peter McVerry Trust Operations Ltd Registration Number 412953 Charity Number CHY7256**

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