

# Job title: Housing Case Worker (Full Time)

## Overview of Anew

Anew provides practical and emotional support to pregnant women and new mothers who are experiencing or at risk of homelessness. Our unique service offers temporary accommodation with a range of specialised interventions and supports to improve pre- and post-natal outcomes for women, as well as working toward their long-term home. We provide Accommodation in North Dublin and Day services in Dublin City Centre.

## The Role

The primary purpose of this role is to support Anew's service users and residents to prepare for, secure and settle into tenancies and other accommodation options. As part of the wider team in Anew, this post holder has specific responsibility in relation to housing for all service users and residents of Anew's accommodation service.

Reporting to the Senior Services Manager the role is based in Dublin 2 and includes travel across the Dublin Region as required.

## Core Duties

### Residents and Service Users

- Complete a comprehensive assessment with each service user or resident to identify appropriate housing options.
- Work alongside a nominated keyworkers to ensure a comprehensive support package is in place for each resident of Anew's accommodation.
- Admit residents to Anew's accommodation service, ensuring they are provided with a full induction and welcome.
- Liaise with Central Placement Service in relation to accommodation vacancies and move ons.
- Assist and support service users and residents to Local Authorities to ensure they understand and complete all relevant paperwork to secure tenancies.
- Support service users and residents to establish tenancies by assisting property searches through websites, local advertisements, landlords and letting agents.
- Identify and develop relationships with letting agents, landlords and developers to source tenancies for residents.
- Prepare service users and residents for contact with letting agents and for property viewings.
- Arrange and accompany service users and residents as appropriate to viewings of properties and support the negotiations with landlords and letting agents. This will include ensuring the property meets safety standard and is well maintained.
- Assist service users and residents and accompany as required to complete all relevant paperwork connected to their tenancy or other move on.
- Refer each service user and resident to appropriate tenancy sustainment programmes (Sli) and arrange handover meetings as required.
- Coordinate and signpost service users and residents to appropriate alternative service providers as required.
- Provide support to service users and residents to develop skills to maintain tenancies, life skills, budgeting and house management skills.

## **Administration and Record Keeping**

- Keep up to date records on numbers and outcomes for service users and residents.
- Oversee and ensure all service users and resident's files are up to date on PASS and outcomes are captured as we are an outcome-based service.
- Report on KPIs.
- Identify and highlight blocks and barriers to residents, accessing suitable housing options and report on these as required.
- Keep up to date on external policies and issues as they arise.

## **Organisational**

- Participate in all team objectives relevant to the overall aims and objectives of the service.
- Attendance at relevant networks, conferences and internal/external meetings as required.
- Support the Senior Manager in identifying and securing development opportunities for the service.

## **Our rights and responsibilities**

- We treat all in contact with our service with dignity and respect, promoting a culture of unconditional positive regard at all times.
- We ensure the confidentiality of personal information concerning service users, whilst acknowledging the needs for the professional sharing of information within the relevant staff team.
- All in contact and working in the service are expected to contribute to the promotion, creation and maintenance of a welcoming, safe, caring and stable service.
- We recognise clients as expert through experience, promoting their participation in all aspects of service delivery.
- We encourage women to develop as peer mentors with the aim of peer led programmes.

## **Terms and Conditions**

- Full-time post based on a 35-hour week.
- There is a probationary period of six months.
- Salary: DOE.
- This post is dependent on the ongoing provision of resources from Anew's funders.
- The post is based in Dublin 2 and includes travel across the Dublin Region as required.
- Anew is an equal opportunity employer.
- The hours of work are between 8am and 8pm and On-Call is a requirement of the role..

## **Qualifications and Experience**

- NQF Level 7 in a relevant discipline – Social Care, Social Policy, Housing & Welfare etc. and minimum 2 years' experience in a similar or directly transferable role.
  - or
- 4 years in a directly transferable post demonstrating a commitment to Continuous Professional Development and a demonstrable knowledge and understanding of the expectations of the role.
  - and
- Experience working with women in a social care service, domestic violence, residential care and/or homeless services.

**Additional**

A Full Driving License would be a distinct advantage in this role. This role requires a significant level of flexibility to respond to the needs of the residents in service at any time.

**Application Process**

If you are interested in applying for this position, please email a cover letter and a copy of your CV to [fiona.dunny@anew.ie](mailto:fiona.dunny@anew.ie) before the closing date of 5pm on Monday, 10th April 2023. Please ensure to include 'Application for Housing Case Worker' in the subject line of your email.

**Please note that a panel will be formed for a waiting list of candidates for any future vacancies that become available in the organisation.**

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