



The Good Shepherd Centre Kilkenny CLG, Church Lane, Kilkenny, R95 PP3F
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Job Description- Care & Case Manager

Contract Type: Specified Purpose – Maternity Leave Cover – 1 year contract

Location: Laois & Offaly

Purpose of the Job

their tenancies and develop independent living and tenancy skills.

The Case Manager will report to the Service Manager, will be a member of and work in collaboration with the Good Shepherd, Tar Isteach team and with the local authorities in the area. The role requires independent planning skills for the assigned workload and will require travel if needed, to homes where tenants are located. The role requires some element of flexibility and adaptability to deal with emergencies.

The Case Manager will have a background in Social Care, with training and experience in the areas of tenancy sustainment and will be expected to work within the relevant frameworks of quality standards and legislation.

This job description is a guide to the general range of duties assigned to the post holder. It is intended to be neither definitive nor restrictive and is subject to periodic review.

Key Responsibilities:

- To assess individual tenants needs and develop and deliver appropriate support and care management programmes in conjunction with other voluntary and statutory services.
- To provide practical services to the tenants, including welfare, benefits and housing advice, budget and debt management and general life skills.
- To assist tenants in gaining access to a range of community resources to enable them to increase confidence, socialisation, independent living and problem-solving skills.
- To support tenants in gaining access to specialist services, where issues related to disabilities, mental health, substance misuse and primary health care are evident and in response to tenants needs and wishes.
- To approach tenants at all times with dignity and respect and ensure they are provided with choices around the services they receive
- To assist tenants in maximising their tenancy sustainment skills, through the use of specialist programmes and self-development skills.
- To be aware of child protection issues and correct reporting procedures.
- To adhere to all policies and procedures, particularly in relation to child protection, confidentiality, finance, personal safety and customer care.
- To promote tenant participation by providing information, advice and choices to enable individuals to participate fully in daily decisions relating to them.
- To assist tenants in providing feedback on services through meetings, the complaints procedure, suggestions and use of questionnaires.

- To be accessible and responsive at all times to tenants' questions, concerns and requests for information.
- Accompany and provide support to clients on appointments to other services i.e. doctors, counsellors, court etc.
- To be aware of and adhere to all relevant financial procedures and regulation of the organisation and to report any discrepancies with on the part of the post holder or other to your manager immediately.
- To establish responsive liaison arrangement both within the association and externally with relevant County Councils and other partners.
- To attend internal and external meeting where appropriate and as requested.
- To be accountable for your workload and movements to bother your line manager and senior managers.
- Work as part of a multi-disciplinary team and service.
- Engage in regular supervision or one to one session with your line manager
- Work under the direction of your line manager and the wider management team.
- Work to help the organisation achieve the aims and objective of the strategic plan in line with our values and mission.
- Participate in team meetings.
- Familiarity and compliance with all policies and procedures.
- Participation in relevant and required training events.
- Attention to your own Health and Safety in the workplace.
- Vigilance of health and safety hazards and timely reporting of same to your line manager.
- Managing incidents and accidents in accordance with policies and procedures.

What you will need:

Essential Criteria

The appropriate candidate will have:

- Professional Qualification in Social Care, Youth and Community work or related Social Science discipline.
- Experience in working with vulnerable families, homeless people or other social care groups.
- Administrative skills for record keeping, report writing and computer literacy.
- Full clean driving licences and use of own car.
- Ability to provide services that foster and enhance the dignity, development and independence of the individual.
- Ability to communicate effectively with a wide variety of people.
- Understanding of the needs of vulnerable families.
- Knowledge and a commitment to equal opportunities.

Desirable criteria

It would be an advantage for the candidate to have:

- Experience working on own initiative, lone working, managing one's own caseload and time management.
- Experience and knowledge of working in the following areas: Family support, tenancy sustainment, residential care, mental health, challenging behaviour or substance misuse.
- Knowledge of statutory and voluntary social care services and systems.

- Experience and knowledge in the area of child protection and associated legislation and guidelines.
- Experience of working in, or a strong interest in the charity or not-for-profit.

Good Shepherd Employment Benefits.

- Support and Supervision – Every employee will have regular planned one to one meeting with their line manager as well as Team Meetings.
- Learning and Development – Funding of required training.
- Career Progression – Good Shepherd believes in supporting the development and career path for our staff and develop skills for role changes.

Annual Leave – 25 days plus bank holidays

Job Type: Full-time

Pay: €16.77, can be negotiable due to level of experience

Expected hours: 39 per week

Benefits:

- Bike to work scheme
- Life Insurance
- AVIVA Care
- EAP
- Company pension

Schedule:

- Day shift
- Monday to Friday

Experience:

- Care & Case management: 2 years (required)

Licence/Certification:

- Level 7 social care (required)
- full Irish drivers license and own transport (required)

Work authorisation:

- Ireland (required)

Work Location: In person

Contract:

Maternity Leave Cover – 1 year specified purpose contract