

## Job Description

<b>Job Title</b>	Support Worker
<b>Post Location</b>	Cork
<b>Details of Service</b>	<p>The Cork Alliance Centre works with people released from prison. The choice for change and the associated choice for desistance from crime is not a once off decision, but rather a complex process of continuous choices. The Centre provides a range of services to support people make a 'fresh start', both in terms of reducing offending and increasing positive participation in individual, family and community life. Facilitating people as they restore their positive connections with their family, friends, community, society and most importantly with themselves is fundamental to the work of the Cork Alliance Centre. Therein, our work relates to activities directed towards facilitating people to become generally better equipped to manage their lives more positively, as they seek to live a crime free life. The Centre is funded with the support of both the Probation Service and the Irish Prison Service.</p>
<b>Reporting to</b>	The post holder will be responsible to the CEO
<b>Purpose of the Post</b>	<p>Engage in professional support relationships with people who access the Centre to assist in the transition from prison to the community as people move away from offending towards engaging positively in their own life and with family/community. The post holder will work with other members of our multidisciplinary care team to provide a person-centred service.</p> <p>The role can be complex, demanding and challenging. Personal awareness and responsibility for ones own selfcare and development is essential, as this ensures a capability and capacity to do the work and to be a consistent and stable presence for service users.</p>
<b>Principal Duties and Responsibilities</b>	<ul style="list-style-type: none"> <li>• Develop a working relationship with the service users prior to and post release.</li> <li>• Support service users to move away from offending towards personal recovery.</li> <li>• Support and motivate service users in the development, ownership, and progression of their personal development plans.</li> <li>• Implement and facilitate appropriate key working, care planning and case management.</li> <li>• Manage a caseload of up to 40 under supervision.</li> <li>• Understand and prioritise service user needs, taking account of the role of culture, sexuality, peer group, gender, family, beliefs, behaviours, mental health,</li> </ul>

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trauma and addictions.

- Provide the direct delivery of information, advice, and advocacy services.
- Inform and facilitate service user in accessing appropriate support services, including self-help groups and community initiatives.
- Work as a member of the programme team to meet the needs of service users and assist in devising programmes to address specific needs of service users.
- Participate and co-operate in multidisciplinary team, liaising with other service providers as appropriate to facilitate the implementation of the personal plans, including referrals to appropriate addiction treatment facilities.
- Develop and maintain appropriate networks and resources to enable the referral of service users to broader mainstream and specialist services.
- Work collaboratively with all stakeholders to ensure a continuum of care for service users.
- Keep clear and comprehensive records of the work undertaken, i.e. progress notes, confidential releases (no information should be given or sought about clients without first obtaining their written consent), etc.
- Write clear concise reports.
- Maintain and submit statistics and activity data in a timely manner as requested.
- Monitor and evaluate effectiveness and outcomes for individuals/groups.
- Participate in regular supervision with the line manager, attend staff meetings and professional development opportunities.
- Participate in regular external team counselling supervision.
- Participate in the operations of the organisation.
- Practice in accordance with Cork Alliance Centre policies and standards.
- Notification of child abuse in accordance with Children First Guidelines.
- Observe professional ethical standards and behaviours as required by organisation policies and guidelines, General Data Protection Regulation and requirements of relevant professional accrediting bodies, ensuring confidentiality of records and security of same.
- Comply with Health and Safety regulations and review procedures.
- Engage in in-service and other relevant training opportunities and to keep up to date with new developments in the areas of desistance, addiction, mental health, and other related areas.
- Participation in the development of new initiatives etc.
- Report to the CEO on matters affecting the administration of the service.
- Promote the Cork Alliance Centre in the wider community.
- Flexibility in practice as required i.e., out of hours, provision of new programmes and service initiatives.

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

<b>Eligibility Criteria</b>	Each candidate must possess a minimum of 3 years directly relevant support work experience
<b>Skills, competencies, &amp; knowledge</b>	<ul style="list-style-type: none"> <li>• Demonstrate a sense of mission in favour of service users and the work.</li> <li>• Demonstrate knowledge of the needs of service users, and the ability to work effectively and confidently with challenging service users' processes.</li> <li>• Demonstrate ability to maintain strong links with service users and competency in responding appropriately to diverse service users who are vulnerable/at risk.</li> <li>• Demonstrate competence in addiction and trauma related work.</li> <li>• Demonstrate knowledge of adolescent/adult development and the impact of deprivation, trauma, neglect, and abuse.</li> <li>• Demonstrate a personal awareness and responsibility to personal selfcare and development to ensure capability to do the work and be a consistent and stable presence for service users.</li> <li>• Demonstrate an ability to maintain personal and professional boundaries.</li> <li>• Demonstrate commitment to continuing professional development and effective and honest engagement in the supervision process.</li> <li>• Demonstrate effective interpersonal and communication (verbal &amp; written) skills.</li> <li>• Demonstrate competence in networking and in advocacy.</li> <li>• Demonstrate a comprehensive knowledge of services in Cork (including welfare, housing, education, and training etc)</li> <li>• Demonstrate knowledge of notification procedures around child protection and management of other ethical considerations relevant to organisation.</li> <li>• Demonstrate ability to manage service users' records effectively and to produce reports as required.</li> <li>• Demonstrate ability to manage deadlines and effectively handle multiple tasks.</li> <li>• Demonstrate evidence of effective planning and organising skills including awareness of resource management and importance of value for money.</li> <li>• Demonstrate flexibility and an ability to work both as part of a multidisciplinary team and to work independently, under supervision.</li> <li>• Demonstrate IT skills relevant to the role (MS Word, Excel, Outlook, etc)</li> <li>• Demonstrate initiative and innovation, identifying areas of improvement, implementing, and managing change.</li> </ul>
<b>Other requirements specific to the post</b>	<p>Full-driving licence, with access to transport as post involves travel, with service delivery at multiple locations.</p> <p>The role is primarily office based with travel to, and work in prisons nationally. Within COVID-19 public health and organisational guidelines, working from home may also be required at times.</p> <p>Garda Vetting and Prison security clearance is required for the position.</p> <p>Applications from people with convictions/prison in their past are welcomed.</p>
<b>Salary Scale</b>	€32,000 - €43,495
<b>Contract</b>	Subject to funding