



# EXCHANGE HOUSE IRELAND

## National Travellers Service

Exchange House Ireland National Travellers Service is the largest front line Traveller specific service in Ireland. We are an organisation of Traveller and non-Traveller people working together to provide services to Traveller families, and Traveller young people and children and Traveller men and women, many of whom are in crisis. We pride ourselves in working with some of the most marginalised members of the Traveller community.

We are a multi-disciplinary service provider offering Family Support and Crisis Intervention, Children and Young People Services, Addiction Services, Mental Health Services and Education and Training Services to members of the Traveller community. We also deliver other national services through training, provision of expertise and partnerships with other organisations providing services to Travellers in Ireland.

## Professionally Qualified Social Worker

### Job Description

#### Location:

- Exchange House Ireland National Travellers Service office, 61 Great Strand Street, Dublin 1

#### Reporting to:

- Senior Social Worker (Line Manager) and Senior Mental Health Lead

#### Outline of position:

- Working within the Family Support and Crisis Intervention Service in Exchange House Ireland, to provide service users with a comprehensive Social Work service and to work within the agency's planned response to the needs of Traveller children and families in the greater Dublin area in conjunctions with the range of services provided by Exchange House National Travellers Service.

#### Main duties and responsibilities:

##### **Family Support:**

- To work as part of Exchange House Family Support and Crisis Intervention Service to provide an outreach and in-house range of Social Work services to marginalised Traveller families in the Dublin area.
- To work with the Family Support and Crisis Intervention Service to promote the welfare and health of all Traveller children.
- To adhere to procedures outlined in Children First in relation to Child Protection issues.
- To liaise with the Designated Liaison Person in Exchange House Ireland in all matters related to Child Protection and safeguarding.
- With the Family Support and Crisis Intervention Service, to focus on counselling, empowering and supporting women, children and young people who are at risk of/or experiencing domestic violence.

##### **Crisis Intervention:**

- To work with individuals and families to overcome crisis situations.
- To promote the ability of individuals and families to address similar and related problems in the future.

- To develop problem solving skills with individuals and families.
- To work directly with individual and families in conjunction with other services within Exchange House Ireland and relevant outside agencies.
- To improve the capacity of outside agencies to provide equitable access to their service for the Traveller community.

***Organisational and Policy Work:***

- To work closely and holistically with other Exchange House Ireland departments.
- To work on the organisation's national and international policy work.
- To contribute and participate in Exchange House Ireland EU projects.
- Contribute to Exchange House Ireland organisational development as required.

***Developmental Work:***

- With the Family Support and Crisis Intervention Service, to devise, plan, implement and evaluate appropriate developmental care plans for specific individuals, families or groups aimed at achievement of individual client, family or group goals.

***Supportive Counselling:***

- To use active listening skills to offer informal support to individuals who come in contact with Exchange House Ireland.
- To refer service users to relevant services either in Exchange House Ireland or other statutory or voluntary agencies.

***Advocacy:***

- Advocate on behalf of clients to ensure that their needs and rights are met with by service providers including Exchange House Ireland.

***Inter-Agency work***

- To develop positive working relationship with all relevant agencies, statutory and voluntary, to promote needs of the Traveller community.
- To attend Conferences and seminars as approved by line manager and CEO.

***Record Keeping***

- To adhere to the Family Support established system of record keeping in relation to clients, work records, statistics etc.
- To furnish line manager and CEO with records, statistics as required.
- To provide written reports to line manager or CEO when required

***Other Duties:***

- Any other duties as requested by the CEO or Board of Directors

## **Person Specification**

**Qualifications:**

- Social Work Qualification
- Must hold current membership of CORU

**Experience in the following is essential:**

- Experience of report writing and completing assessments
- Experience in working with people with multiple social issues

**Experience in the following is desirable**

- Previous experience of working with the Traveller Community
- At least 3 years' experience of working within a medical/social work/ community/statutory work setting is desirable

**Job Specific Competencies and Knowledge**

- Knowledge/experience of child care legislation, policy & practice
- Ability to develop plans which are needs based with vulnerable groups
- Social work principles and practice (theories and values).
- Ability to work as part of a team and on own initiative
- Ability to work in crisis situations
- Ability to motivate individuals to participate
- Ability to work with individuals at various levels and in various positions
- An understanding of community development approach
- Ability to keep accurate records of Social Work intervention.

**Attributes and Attitude:**

- Commitment to Traveller work and Travellers
- Have good interpersonal skills
- Communicate effectively both orally and in writing
- Have good time management skills
- Ability to work under pressure and in stressful environments
- Have an ability to work flexibly and with others

**Other Requirements**

- Current clean full driving licence and access to a car for work
- This post will require flexibility in relation to working hours and travelling

**Special Conditions**

- Outreach and site work will be a part of this work and as such, the use of own car which has current NCT, up to date tax insurance which covers the vehicle for work purposes is essential.
- This is a full time position. Some flexibility may be required on occasion.

**Salary**

- The salary will be as per HSE Professional Qualified Social Worker commensurate with qualifications and experience
- Probation period: 9 months

Application Form and job description/person specification is available on [www.exchangehouse.ie](http://www.exchangehouse.ie) or call the Personnel Administrator on (01) 872 1094

**Completed Application Forms should be sent to:**

*(CVs will not be accepted)*

CEO (SWP)  
Exchange House Ireland National Travellers Service  
61 Great Strand Street  
Dublin 1  
D01 WC97

or emailed to: [info@exchangehouse.ie](mailto:info@exchangehouse.ie)

Please note CVs will not be accepted. Applicants must use the Application Form provided

**Closing date for receipt of applications is 5.00pm on Friday 15<sup>th</sup> February 2019**

**Shortlisted candidates will be interviewed on Thursday 28<sup>th</sup> February 2019**