

Project Worker- Job Description

Characteristic and Values:

Pragmatism, Lack of Prejudice, Optimism, Boldness, Enthusiasm, Committed, Kindness, Positivity, Self-awareness, Sense of Social Justice, Sense of humour, Compassion, Integrity, Empathy, Tenacity, Imagination, Respect, Openness, Patience and Idealism

- Do you want a job where you can make a difference?
- Do you aspire to the characteristics and values above?
- If so, come work for Safetynet Primary Care!

Job title:	Project Worker (Homeless Primary Care Team & Inclusion Health Hub)
Particulars of Office:	12 month full-time contract (with potential to extend subject to funding) 6-month probationary period
Remuneration:	Starting at €36,945
Annual Leave:	25 days
Report To:	Homeless Primary Care Team CNM 2

Safetynet Primary Care Vision

Safetynet Primary Care is a Medical Charity providing services to those in our society most in need of health care but without access to appropriate care. Safetynet innovatively removes barriers by bringing healthcare to homeless people and vulnerable groups in hostels, food halls and drop-in services and by providing a mobile health service to rough sleepers. Safetynet has developed a significant Migrant Health service providing health assessment screening and GP clinics to vulnerable migrants, refugees and asylum seekers. We advocate for an inclusive health system and work towards integration of our patient's health care to the mainstream services.

Safetynet Primary Care is an equal opportunities employer.

Teams

This role will work across two teams -

The Safetynet Homeless Primary Care Team (HPCT) is a team of GPs & Nurses. Its remit is to provide GP and nursing (general and mental health) services to people experiencing homelessness in drop-in centres and homeless accommodations. They also provide outreach care for rough sleepers both during the day and three-evenings a week.

The Inclusion Health Hub (IHH) at Amiens Street is for those who are not being served by other services including undocumented migrants, protection applicants without access to primary care services, as well as homeless people. This clinic is also one of the few clinics in the homeless sector that sees children.

General Job Description

The **Project Worker** position is based primarily in the Greater Dublin Area with office location being in Dublin 1. The successful candidate will support the Safetynet Primary Care Homeless Primary Care Team (HPCT) and Inclusion Health Hub (IHH) in delivering essential healthcare services to homeless and

vulnerable populations. Responsibilities include client care coordination, advocacy, administrative support, and outreach to ensure dignified and professional service delivery. The role involves collaboration with multidisciplinary teams and developing referral pathways.

Duties & Responsibilities

The following outlines the primary duties and responsibilities associated with this position.

Client Care Responsibilities

- Provide direct support to IHH and HPCT clinics or drop-ins as needed.
- Ensure all clients are treated with dignity, respect, and professionalism.
- Deliver one-to-one care, case management, and support for IHH and HPCT clients, focusing on their health care needs and access to services.
- Manage follow-up appointments and coordinate with mainstream health facilities, especially in the absence of affiliate or partner caseworkers.
- Organise and, when necessary, accompany clients to hospital emergency departments or other admitting facilities.
- Provide advice, signposting, and referrals to external services relevant to the clients' needs.
- Advocate assertively on behalf of clients to ensure access to services such as health, welfare, and accommodation.
- Support outreach calls to service and partner facilities to facilitate health and mental health assessments for clients.
- Maintain and update medical records in relevant internal and shared healthcare systems.
- Collaborate with partners and agencies to ensure the coordination of care for clients and vulnerable populations.
- Assist the Clinical Nurse Manager in developing partnerships and referral pathways with community, voluntary, and statutory outreach services to enhance reach to rough sleepers.
- Contribute to the continuous development of the IHH and HPCT services, adapting to client needs and ensuring effective service management.

Administrative Responsibilities

- Provide administrative support to HPCT clinics to ensure smooth service delivery.
- Coordinate and collate information and generate periodic reports based on collected data.
- Participate in internal and external meetings, with reasonable notice provided.
- Organise case management meetings and attend fortnightly Multi-Disciplinary Team meetings, as necessary.
- Assist in developing information materials for clients and stakeholders.
- Contribute to policy development and research activities, as required.
- Undertake additional administrative duties assigned by senior managers, commensurate with the role.

Other Responsibilities

- Perform all duties professionally, maintaining a high standard of work aligned with the values and ethos of Safetynet Primary Care.
- Adhere to Safetynet Primary Care policies and procedures at all times.
- Manage self-service tasks such as word processing, filing, record-keeping, database input, and generating reports.
- Actively contribute as a member of the Safetynet Primary Care team, participating fully in staff meetings and committees as required.
- Pursue continuing professional development through relevant training, seminars, and other opportunities.

Note

This Job Description outlines the current responsibilities of the role. As SafetyNet Primary Care evolves, the duties associated with this position will evolve with it.

Selection Criteria

The successful candidate will possess the ability to work effectively in a sensitive and confidential environment, demonstrating discretion, professionalism, and empathy at all times.

Qualifications and Experience:

- A relevant third-level qualification in Social Care, Psychology, Sociology, or equivalent work experience with vulnerable groups e.g. homeless, international protection applicants.
- Minimum 2 years' experience in a similar role.
- Proficiency in Microsoft Office applications, particularly Word and Excel.

Knowledge and Skills:

- Well-developed decision-making skills and the ability to apply them effectively.
- Comprehensive understanding of the homeless sector and its services.
- Familiarity with relevant legislation and policies, such as the Mental Health Act 2001.
- Experience working with marginalised groups, particularly those affected by substance misuse, mental health challenges and cultural barriers.
- Comfortable acting as a chaperone during health procedures or examinations.
- Strong scheduling and diary management skills.
- Ability to work efficiently under pressure, demonstrating prioritisation and multitasking skills.
- Proven initiative and problem-solving abilities.

Interpersonal and Communication Skills:

- Excellent verbal and written communication skills.
- Ability to build and maintain positive working relationships, both internally and with external organisations.
- Strong collaborative skills, promoting teamwork and mutual support.

Additional Requirements:

- Full clean (B) driving license is desirable.
- Fluent in both written and spoken English.
- Demonstrates good character, integrity, and reliability.
- Maintains a level of health and well-being that ensures consistent and efficient service delivery.

Further Information for Candidates

- 35 Hours; 5 days Monday – Friday
- 12-month full-time contract (with potential to extend subject to funding) with a 6-month probationary period. Post is also subject to Garda Vetting.

How to apply

Apply with CV and letter of application to careers@primarycaresafetynet.ie by Friday 3rd January 2025.

Shortlisting may apply.