SOPHIA HOUSING ASSOCIATION

JOB DESCRIPTION & PERSON SPECIFICATION

Job Title	Social Work, Team Leader– Sophia Housing, Cork
Location/Base	Kinvara House, Dublin Hill, Cork (HSE) This role will serve Gabriel Lodge, Ahiohill and Dominick Street, Cork City The successful candidate is required to travel to Ahiohil, Dominick Street and the acute hospital units on a weekly basis.
About Sophia	Sophia is a national organisation, who has been supporting people as they emerge from homelessness since 1997. Sophia promotes an inclusive, respectful environment for all employees and residents, with particular attention to LGBTQ+ inclusion and multicultural awareness. This role will support HSE Social Inclusion services. HSE Social Inclusion aims to reduce inequalities in health and improve access to mainstream and targeted health services for vulnerable and excluded groups in Ireland. The services available to people who experience homelessness • AHIT • Housing First • Homeless Services across Cork and Kerry • Gabriel Lodge • Dominick Street The services available to people who experience homelessness • AHIT • Housing First • Homeless Services across Cork and Kerry • Gabriel Lodge • Dominick Street The services available to people who have claimed asylum • Inreach to direct provision services. • The Migrant Health Screening Service provides a voluntary health assessment and catch-up vaccination service to International Protection Applicants residing in Direct Provision Centres in Co. Cork. • Applicants seeking International Protection who reside in congregated settings including Direct Provision Centres, Emergency Accommodation centres, and in the Community are served by this unit.

	• The Team currently offers on-site clinics in various settings in Cork City and County. It is envisioned that it may expand to Co. Kerry in the future. • The Team is composed of Community Doctors, Nursing and Clerical staff, with additional support from other sections of Social Inclusion, i.e. Community Workers, and Mental Health Professionals.
Reporting to	Principal Social Worker, Social Inclusion HSE (operationally and clinically)
Purpose of Role	The Social Work, Team Leader will provide a social work service to service users accessing Gabriel Lodge and Dominick Street sites, with a focus on developing discharge pathways for these service users that are safe and sustainable
Contract	Fixed term – 2 years
Salary	The salary scale for the post (as at 01/06/2026) is: **€72,407, €74,470, €76,538, €78,602, €80,667, €82,729, €83,520** New appointees to any grade start at the minimum point of the scale. Incremental credit will be applied for recognised relevant service in Ireland and abroad (Department of Health Circular 2/2011). Incremental credit is normally granted on appointment, in respect of previous experience in the Civil Service, Local Authorities, Health Service and other Public Service Bodies and Statutory Agencies.
Hours	39 hours per week, Monday to Friday
Key Responsibilities	**Professional /Clinical** • Deliver a quality service to service-users ensuring professional standards are maintained in accordance with the requirements as set out by CORU • Ensure the delivery of Social Work services is in accordance with CORU's Code of Professional Conduct and Ethics for the Social Work profession, relevant legislation and HSE policies, procedures, guidelines and protocols. • Incorporate Social Work values and ethical principles in planning, developing, implementing and reviewing interventions. • Ensure the implementation of models of best practice / evidence-based practice.

	• Be responsible for the management of the day-to-day provision of the Social Work service in conjunction with the Principal Social Worker • Take direct responsibility for a defined caseload in particular cases that require a high level of experience and expertise. • Manage and provide an initial assessment service to homeless/vulnerable service-users and their families / carers and develop referral procedures with other Social Work networked services. • Provide supportive counselling, emotional and practical support, and information to homeless/vulnerable service-users and their families. • Make it possible for service-users to advocate for their own needs, or where appropriate advocate on behalf of service-users. • Promote independence, self-reliance, self-determination and empowerment with persons in their environment, with families and local groups. • Ensure the delivery of Social Work services in an integrated and multidisciplinary manner with a range of statutory and voluntary groups and organisations. • Ensure the promotion of the social model of care and recognition of the social determinants of health and well-being. • Ensure anti-discriminatory practice and cultural competence, at individual and service levels. • Participate in working groups / committees / fora as agreed by the Principal Social Worker • Chair, attend and manage a range of meetings including Case Conferences as required. • Attend court, tribunals etc. as and when required. • Keep the Principal Social Worker fully informed and up-to-date on all significant matters. • Seek the advice of relevant personnel when appropriate / as required. **Risk Management, Quality, Health & Safety** • Adequately identifies, assesses, manages and monitors risk within their area of responsibility. • Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc. and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role. • Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.

	• Comply with and contribute to the development of policies, procedures, guidelines and safe professional practice and adhere to relevant legislation, regulations and standards. • Document appropriately and report any near misses, hazards and accidents and bring them to the attention of designated individual(s) in-line with best practice. • Work in a safe manner with due care and attention to the safety of self and others. • Be aware of risk management issues, identify risks and take appropriate action. • Comply with procedures with regard to assessment, recommendation and / or manufacturing of all assistive devices. • Promote a culture that values diversity and respect. • Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc. and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role. • Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service. **<u>Education & Training</u>** • Maintain standards of practice and levels of professional knowledge by monitoring and reviewing the standards within their area of responsibility, participating in and organising continuous professional development initiatives and professional development planning. • Keep updated on current and impending legislation and the perceived impact on practice. • Keep abreast of developments in national policies and strategies and international best practice. • Keep up-to-date with organisational developments within the Irish Health and Social Services. • Develop links with Social Workers on Social Inclusion teams nationally. • Develop links with Primary Care Social Workers in network teams • Actively engage in staff development and training by making recommendations with regard to the ongoing education, mentoring, training and in-service needs specific to Social Work. • Manage, participate and play a role in the practice education of students/social work apprentices. • Act as a resource by participating in and promoting the education and training of Social Work colleagues, other health professionals and service-user groups including clinical audit and research. • Foster an understanding of the role and contribution of Social Work by providing professional consultation and education to other members of the service.

	• Take an active role in professional clinical supervision and engage in reflective practice in accordance with CORU requirements and the local / national Supervision Policy. **<u>Management</u>** • Provide leadership and motivation in optimising service delivery, developing teams and promoting change management. • Ensure compliance with and implement relevant HR policies and procedures and guidelines. • Contribute to a range of reports including annual reports, performance indicators etc. as required. • Contribute to the development and implementation of policy, information sharing protocols, audit systems and referral and integrated care pathways. • Contribute to service plan process by recognising and replicating successful interventions and by identifying unmet needs and service requirements into the future. • Maintain a high standard of documentation, including service-user files in accordance with local guidelines, the Freedom of Information (FOI) and GDPR Acts. • Ensure the maintenance of service-user and data confidentiality. • Assist in ensuring that the Social Work service makes the most efficient and effective use of developments in IT. • Assist in future service planning and promote the development of the role of Social Work in the wider Social Inclusion service area. **<u>Eligibility Criteria</u>** **Eligible candidates will be those who on the closing date for the competition possess the following:** **1. <u>Professional Qualifications, Experience, etc.</u>** (i) Must be registered in the Social Work Register maintained by the Social Work Registration Board at CORU **And** (ii) Maintain live annual registration on the Social Workers Register maintained by the Social Workers Registration Board at CORU. **And** (iii) Must have the requisite knowledge and ability (including a high standard of suitability, professional and managerial ability) for the proper discharge of the duties of the office

	And (iv) Have three years' relevant post qualification experience. **Health** A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service. **Character** Each candidate for and any person holding the office must be of good character **<u>Skills, competencies and/or knowledge</u>** **Professional Knowledge & Experience** • Demonstrate sufficient professional knowledge to carry out the duties and responsibilities of the role safely and effectively within the legal, ethical and practice boundaries of the profession. In particular specific knowledge relating to discharge planning for homeless service users, this includes safe and sustainable discharges from acute settings but also safe discharges from transitional settings leading to sustainable and safe accommodation. • Demonstrates knowledge of the various theoretical models, approaches and interventions that apply in current practice to the homeless population. • Demonstrates a commitment to promoting and applying evidence-based practice and research. • Demonstrate a clear understanding of risk assessment and the inherent risks that the homeless population face. • Demonstrate the ability to utilise supervision effectively and a commitment to continuous professional development. • Demonstrate a willingness to engage with ICT and develop ICT skills relevant to the role. **Planning and Managing Resources** • Demonstrates the ability to effectively plan activities and co-ordinate resources to ensure value for money and maximum benefit for the organisation. • Demonstrates the ability to manage self and others in a busy working environment including the ability to prioritise and effectively handle multiple tasks. • Takes responsibility for the achievement of delivery targets by regularly monitoring, recording and reporting performance statistics / information. • Demonstrates innovation in aiming to work within resource limitations to sustain and enhance the service while promoting a model of person-centred care.

	• Demonstrates the ability to manage and develop self and others in a busy working environment including the ability to prioritise caseloads for self and others. • Actively promotes multi / interdisciplinary team working. **Commitment to providing a Quality Service** • Accepts accountability for standards of performance in area of responsibility. • Monitors and reviews the work of the team to ensure its quality and accuracy. • Demonstrates initiative and innovation in identifying areas for service improvement. • Motivates self and others in facilitating change and improving service delivery. • Promotes the service-user as expert through experience by involving service users in care planning, decision-making and service development. • Formulates, articulates and demonstrates sound clinical reasoning / synthesises and analyses information available • Regularly quantifies and evaluates activities against service plans and takes timely action to correct potential difficulties. • Confidently explains the rationale behind decisions when faced with opposition or competing demands. • Establishes integrity by ensuring that the professional, ethical and safety factors are fully considered in decisions into which they have input. **Team Skills** • Displays effective communication skills (verbal & written). • Maintains a professional relationship in all communications, treating others with dignity and respect • Demonstrates the ability to work collaboratively with others to understand and establish expectations and desired outcomes. • Demonstrates sensitivity, diplomacy and tact when dealing with others, is patient and tolerant when dealing with conflict situations. • Demonstrates strong negotiation skills, remains firm but flexible when putting forward a point of view. • Demonstrates effective leadership where appropriate, providing clear direction for staff in relation to the goals of their function and how they fit in with the broader organisational strategy. **<u>Sophia Benefits</u>** Sophia offers the following additional benefits to employees: • 25 Annual Leave Days • Additional Long Service annual leave • 5% Employer pension contribution

	• Further education and training support • Employee assistance Programme **<u>Application Process:</u>** Please forward a Cover Letter and CV to **Recruitment@sophia.ie** The closing date for receipt of applications is **Thursday, 12th November 2026** *Sophia is committed to making our recruitment process accessible to all candidates. If you require any reasonable accommodations, please let us know.*