



Comhairle Cathrach Chorcaí
Cork City Council

ASSESSMENT AND PLACEMENT OFFICER (GRADE IV)

HOMELESS ACCOMMODATION PLACEMENT SERVICE

JOB SPECIFICATION

**Please download and read in conjunction with
Candidate Information Booklet**

Closing date: 4pm, Friday 22nd November 2024

BACKGROUND

Located on the south coast of Ireland, Cork City is the second largest city in Ireland with a population of over 211,000 people.

Cork City is the key driver of the southern region of Ireland. Our ambition is to strengthen the role we play regionally and locally. This ambition is underpinned by Government policy as set out in the [National Planning Framework \(NPF\)](#). This sets a target for Cork City for the population to grow by 125,000 to over 335,000 people between 2020 and 2040, which will make it the fastest growing city in Ireland. This will require a concerted effort to build houses, create circa 75,000 jobs and provide a range of health, social, community and cultural services. Cork will continue to thrive as place of energy, ambition, determination and enterprise. We are a city of ambition, working with our neighbourhoods, communities and businesses to support economic development and facilitate investment. We value our culture and heritage and ensure that Cork continues to be successful as an attractive place to live, study, visit and work.

Cork City Council is a large urban local authority with over 1500 employees across over 40 locations within the City, there are 31 Elected Members of the Council representing five wards in the City. The Council has an annual revenue budget of approximately €292 million for 2024 and provides a wide and diverse range of public services such as parks and recreation, housing, management of the public realm, libraries, physical planning and development, community, culture and place-making and the delivery of infrastructure projects. Internal services include Finance, ICT, People & Organisation Development and Corporate Affairs. The Council is committed to increasing its capacity and capability for change to deliver improved public service.

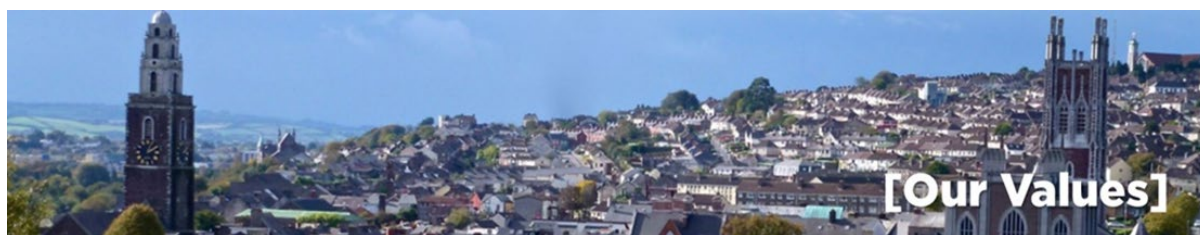
Cork City Council's [Corporate Plan](#) can be viewed on our website: [Corporate Plans - Cork City Council](#)

The City Council is dedicated to delivering excellent public services by working collaboratively with strategic partners, businesses, community, and neighbourhoods to ensure that the city continues to thrive as a place to live, study, visit and work. Our people are committed to our values of public good, trust & integrity, respect, a people centric approach, responsibility, and innovation.

Cork City Council has responsibility for the Homeless Persons Unit. Cork City Council created a team that provide a holistic focus on individual solutions and supports for those who find themselves homeless or at risk of homelessness in Cork City. The Accommodation Placement Service have overall responsibility for the delivery of a central placement service

and the provision, in partnership with Approved Housing Bodies, of emergency, transitional and long-term accommodation.

Cork City Council invites applications, on the official application form, from suitably qualified persons, who wish to be considered for the post of Assessment and Placement Officer in the Homeless Accommodation Placement Service, of the Housing Directorate. This post is a full-time contract for 35 hours per week.



Public Good

We provide high quality services and address peoples' needs in a manner that is both inclusive and equitable.



Trust & Integrity

We act honestly, openly and fairly in all our dealings.



Respect

We treat all people equally with due regard for their needs and rights.



People Centric Approach

We engage with people in a fair, courteous and timely manner. We strive for continuous improvement



Responsibility

We are accountable and transparent and act responsibly in our dealings and decision making.



Innovation

We continually seek progressive and creative approaches in the services we deliver.



Comhairle Cathrach Chorcaí
Cork City Council



SUSTAINABLE
DEVELOPMENT
GOALS



We are Cork.

THE ROLE

The Assessment and Placement Officer is the first point of contact for individuals and families presenting as homeless or at risk of homelessness to the Accommodation Placement Service. Reporting to the Office Manager within the Homeless Accommodation Placement Service, this role is crucial in assessing clients' immediate needs and determining their eligibility for emergency accommodation. The Assessment and Placement Officer conducts thorough assessments to identify the most suitable placement options and works closely with private accommodation providers to secure emergency accommodation where required.

Beyond placement, the role includes assisting clients throughout their journey, from initial placement to eventual transition from emergency accommodation into medium to long-term housing solutions. This involves ongoing support to ensure client housing applications are updated on the Social Housing List, data accuracy within the Pathway Accommodation & Support System (PASS), and client guidance on available housing options.

The Assessment and Placement Officer role is dynamic, combining front-line public interaction, case management, and collaborative work with a variety of stakeholders, all aimed at helping vulnerable individuals and families access stable housing options.

DUTIES

The key duties and responsibilities of the Assessment and Placement Officer will include the following:

- To assess the homelessness status of the client.
- To undertake a comprehensive initial assessment of the person or family presenting for emergency accommodation.
- Public counter duties including interaction and placement of presenting homeless individuals.
- To source emergency accommodation for the person or family.
- To make contacts with private B&B and hotel operators to bring additional beds on stream as and when required.
- To identify the correct referral path for the person or family as well as identifying the most appropriate accommodation type.
- To check housing application status on the Social Housing List and assist if an application is not already in place.
- To ensure all data is correct and live on Pathway Accommodation & Support System (PASS).
- Create and maintain any records as required.
- Assist families and individuals on their exit from homeless services.

The particular duties and responsibilities attached to the post may vary from time to time, without changing the general character of the duties or level of responsibilities entailed. The post holder may therefore be required to perform duties appropriate to the post, other than those detailed to take instructions from and report to, an appropriate officer or such designated officer as may be assigned from time to time by the Council.

QUALIFICATIONS

1. **Character**

Candidates shall be of good character.

2. **Health**

Each candidate must be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

3. **Essential Requirements**

Each candidate must, on the latest date for receipt of completed application forms:

- I. Hold a minimum of a Leaving Certificate or have passed an examination of at least equivalent standard.
- II. Possess a good knowledge and understanding of the causes of homelessness and the issues and challenges encountered by people who are homeless or at risk of homelessness.
- III. Possess experience working with people who are homeless or at risk of homelessness.

4. **Desirable Skills**

The ideal candidate will:

- Be able to demonstrate a strong ability in the following competency areas -
 - Delivering Results - Delivering Quality Work and Services
 - Communicating Effectively
 - Personal Motivation and Initiative

(Refer to page 7 & 8 for more information)

- Have experience and knowledge of the provision of homeless services.
- Possess good communication and interpersonal skills.
- An ability to work under pressure and maintain a solution – oriented mindset in dealing with a wide range of issues.
- An ability to achieve delivery of competing demands within prescribed timeframes and deadlines.

PRINCIPAL CONDITIONS OF SERVICE

Salary

Salary scale for the position of Assessment and Placement Officer (Grade IV) is:

€34,260 - €36,366 - €39,355 - €41,318 - €43,035 - €44,696 - €46,938 - €48,560 -
€50,206 (Max) - €51,733 (LSI 1) - €53,301 (LSI 2)

New Entrants to the Local Authority Service commence on the 1st point of the scale in accordance with current Government Policy as set out in Department of the Environment Circular Letter EL 02/2011 of 28th January 2011 and Circular EL 05/2016 dated 5th February 2016.

The salary shall be fully inclusive and shall be as determined from time to time. The awarding of increments is subject to satisfactory service. Holders of the office shall pay to the local authority any fees or other monies (other than their inclusive salary) payable to or received by them by virtue of their office or in respect of any services which they are required by or under any enactment to perform.

Hours of Duty

The standard working week will be 35 hours per week. The role will involve flexible working hours and may occasionally include evening and weekend work. Overtime rates will not apply to additional hours worked outside of normal hours. Holders of the post may be called for duty at any time in accordance with arrangements made by the local authorities. The Council reserves the right to alter your hours of work from time to time.

All hours worked will be subject to the provisions of the Organisation of Working Time Act, 1997 and the Organisation of Working Time Act (Regulations) 2001.

The above represents the principal conditions of service and is not intended to be the comprehensive list of all terms and conditions of employment which will be set out in the employment contract of the successful candidate.

COMPETENCY FRAMEWORK

Key competencies for the post are outlined in the table below. Candidates are expected to demonstrate their competence in each area both in their application form and at interview, if invited. To effectively showcase your skills, use the STAR technique (Situation, Task, Action, Result).

For each competency, provide a recent and specific example of your achievements, detailing the situation or project, your role, the actions you took, and the outcome.

Please limit your response to 300 words per example.

<u>Delivering Quality Work and Services</u>
Develops and maintains high standards of service delivery in accordance with operational plans.
<ul style="list-style-type: none"> • Demonstrates a strong customer service ethos and is an example to both internal and external customers. • Takes pride in the quality of service delivered and constantly seeks to improve it. • Immediately reports to his or her supervisor where there is a problem with service quality. • Undertakes training as required to continuously improve quality work output. • Contributes ideas and suggestions as to how service activities can be improved.
<u>Maintaining Positive Working Relationships</u>
Relates well to others and maintains positive working relationships.
<ul style="list-style-type: none"> • Works in an open and collaborative way with others. • Addresses conflict or dissatisfaction in a constructive manner. • Behaves appropriately when in conflict situations. • Is proactive in providing help or support to fellow employees and is open to the perspective of others when acting to resolve conflict. • Use diplomacy and tact to facilitate working relationships with dissatisfied staff or customers.

Identifying Problems and Contributing to Solutions

Evaluates issues and situations in a logical and objective manner in order to arrive at effective solutions.

- Identifies problems or issues at an early point and takes action to address them.
- Makes decisions in a timely, clear and well-informed way.
- Analyses issues in a logical and rational manner taking into account all relevant information, policies and procedures including legislation.
- Addresses issues logically and on a step-by-step basis.
- Knows the limits of his/her decision-making authority and knows when to refer issues on for consultation or decision.

Please download a copy of this document for your own records and read in conjunction with the Candidate Information Booklet for the post

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