



Employer: The Mendicity Institution

The Mendicity Institution is the **oldest** working charity in Dublin. Established in 1818, it has been in operation for nearly 205 years creating opportunities for people experiencing homelessness, isolation and marginalisation.

Our Open Access Day Service at 9 Island Street is often the first contact that a person will have with our service and our organisation, giving our Coordinator the opportunity to ensure that such a first contact is a positive one. This role offers a high level of autonomy and gives scope for innovation of services that best meet the need of people experiencing homelessness.

This role, based within the open access Food and Day Service at Island Street, will focus on the continuing supports for service users, and the development of initiatives which will be influential in the experiences of homelessness for those that we support and will have a positive impact within the community.

Title of Job: Open Access Day Services Coordinator

Reporting to : Head of Operations

Location : The Mendicity Institution, 9 Island Street, Dublin 8

Purpose of Job: To uphold the values of the Mendicity and take responsibility for the 'Day Services. To meet and greet, support and advise people who present to our service ensuring that their experience is a positive one.

Main tasks and responsibilities

- Provide information and support access to services available at Mendicity and other allied providers to colleagues and those seeking supports
- Uphold standards of safety inside the building and its environs
- To ensure all Mendicity Policies and Procedures are adhered to (Dress code, Health and safety, Code of Conduct, Confidentiality etc)
- To develop an understanding of the statutory and voluntary sector resources and supports available
- To examine innovative ways to best meet the needs of those accessing our services

Documentation and reporting

- Ensure that records are kept and prepare reports as requested
- Ensure the all accidents/ grievances are recorded and reported
- To deliver and suggest methods of reporting on our work and it's positive impact

Evacuation & Emergency Procedures

- Be fully familiar with the health and safety policies and procedures and ensure that the appropriate procedures are applied in the event of an emergency or incident
- Participate in all fire evacuation drills
- Ensure the appropriate emergency services are contacted and liaise with them on arrival.
- Ensure that calm is maintained at all times

**Assigned duties / training:**

- Attend all training courses that are necessary in the line of duty
- Carry out any additional duties that may be assigned from time to time.

Essential requirements:

- An enthusiasm for social care and a commitment to the improvement of service user experience
- A relevant Third Level qualification
- Three years experience in a similar role.
- Full computer literacy (proficiency in MS Office)

The ideal person:

1. Must be passionate about working with people and empowering them to overcome the issues they are faced with and committed to the potential of positive social engagement
2. Have strong communication skills
3. Will be creative about service delivery and willing to expand, improve and build on existing services
4. Knowledge of the needs of those experiencing homelessness, unemployment, mental health issues and interpersonal difficulties.
5. An ability to work alone and on own initiative and to work as part of a team
6. Excellent time management skills and an ability to establish professional boundaries

Contract terms and duration:

This is a full time position (35 hours per week) with flexibility required, Monday to Sunday. This position is subject to Garda Vetting. This position is subject to funding.

To apply, please send a CV and a cover letter outlining your relevant skills and experience to louisa@mendicity.org by 5pm on **Wednesday 26th April** with 'Open Access Coordinator' in the subject line.

Duration: 1 year fixed term initially which may be extended (Probationary period 3 months)

Salary €28,500 - €32,000 commensurate with experience

Further information is available by contacting louisa@mendicity.org and at www.mendicity.org