



**Employer:** The Mendicity Institution

The Mendicity Institution is the **oldest** working charity in Dublin. Established in 1818, it has been in operation for 200 years creating opportunities for people experiencing homelessness, isolation and marginalisation.

We help people empower themselves so they can work their way out of homelessness. We are inclusive, we are innovative and we provide quality service to all people who come to us.

In 2022 The Mendicity' served over 50,000 meals, offering assistance to over 2,000 service users.

This role is based within the open access Food and Day Service at Island Street and focuses on developing relationships with those in need of support, improving their experience within homelessness and empowering them to engage effectively with providers and the community.

**Title of Job:** FRONT OF HOUSE (part time)

**Purpose of Job:** To meet and greet, support and advise people who present to our service ensuring that their experience is a positive one.

**Location** The Mendicity Institution  
9 Island Street  
Dublin 8

**The ideal person:**

1. Must be committed to, and passionate about, working with people and empowering them to overcome the issues they are faced with.
2. Have strong communication and IT skills
3. Knowledge of the needs of those experiencing homelessness, unemployment, mental health issues and interpersonal difficulties.
4. Ability to work alone and on own initiative and to work as part of a team



### **Main responsibilities**

- Greet service users in a professional and friendly manner.
- Provide information and support access to services available at Mendicity and other allied providers.
- Uphold standards of health and safety inside the building and its environs
- To ensure all Mendicity Policies and Procedures and internal operating procedures are adhered to (Health and Safety Statement, Code of Conduct, Confidentiality Policy, etc)
- Ensure coherency within the Mendicity team and uphold our values, mission and organisational ethos
- Follow direction and instruction as assigned by Head Office and/or line manager
- To have an understanding of the statutory and voluntary sector resources and supports available

### **Front of House**

- Deal with people in a courteous and diplomatic manner.
- Communicate, listen and relay information accurately.
- Be aware of the different needs of individuals especially those who are first time users and those with special needs.
- Deliver information to the public in the Food Centre / Open Access.

### **Documentation and reporting**

- Ensure that records are kept and prepare reports as requested
- Ensure the all accidents/ grievances are recorded and reported

### **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.

### **General terms :**

This is a part time position (20 hours)

Shifts are arranged within Mendicity's opening hours which are 8.30am to 10.30pm Monday to Friday,

Sundays: 9.30am to 2.30pm and 5.30pm – 10.30pm

Remuneration: €30,000 per annum pro rata

Annual Leave: 21 days pro rata