

## Advocacy Case Manager

### About One in Four

One in Four is a leading charity dedicated to ending the trauma of child sexual abuse. We are passionately committed to supporting survivors through life-changing psychotherapy and advocacy services. Our work also extends to influencing policy and legislation to drive societal change. We address all aspects of child sexual abuse, including working with those who have committed sexual offences as part of a core child protection strategy.

Our organisation is client-centred, transparent, and committed to treating all clients and colleagues with dignity and respect. At One in Four, we strive for excellence by meeting the evolving needs of our clients in innovative and evidence-based ways. We maintain a culture of collaboration, accountability, and continuous learning while fostering kindness and creativity within our team.

### The Position

<b>Title:</b>	Advocacy Case Manager
<b>Reporting to:</b>	Advocacy Director
<b>Direct Reports:</b>	None
<b>Place of Work:</b>	One in Four offices at 35-36 Arran Quay, Dublin 7 with some flexibility in hybrid working available. The successful candidate will have a national remit; they will be required to occasionally travel and attend meetings throughout the country and work remotely when necessary.
<b>Working Hours:</b>	Full-time and Part-time positions available: Full-time = 35 hours per week Part-time = 21 hours per week
<b>Nature of post:</b>	Permanent (following 6-month probationary period)

### Role Summary

The Advocacy Programme provides specialist support to adult survivors of child sexual abuse. The Case Manager will be responsible for delivering direct client work through contact and case work with the women and men who access the service. This includes in-depth one-to-one work with individuals.

The Case Manager's primary focus is to provide clear and accessible information about the justice systems and child protection procedures while recognising and responding to trauma which can often get reactivated in legal processes.

This includes sourcing and providing information and facilitating safe, effective contact with other agencies and services where necessary. The Advocacy Programme seeks to empower One in Four's clients to decide what steps to take. The Case Manager acts only under their direction. Their role is to determine and discuss the options, to support the individual to act for them and where appropriate, to facilitate any further action.

## Principal Duties and Responsibilities:

### Direct Client Work

- Support individuals through the criminal and civil legal processes.
- Support individuals engaging with Tusla.
- Inform individuals on their legal rights and entitlements.
- Refer individuals to appropriate agencies in order to meet individual needs.
- Arrange and facilitate meetings with individuals to discuss their needs and options.
- Court accompaniment.
- Provide telephone advice and support.
- Provide support on a variety of different support areas, including housing, social welfare, FOI requests and others.

### Administration

- Ensure that comprehensive records and statistics on the Advocacy Programme are kept so that accurate reports can be made to the relevant statutory bodies as well as being available for appropriate accountability to service users and to inform best practice.
- Collection and collation of information for the Advocacy Programme.
- Assistance in the development of organisational strategies, policies and procedures, which fulfil the organisation's core objects as per the Articles of Association and make manifest the Vision Statement and ethos of One in Four.
- Foster a team culture that encourages accountability, innovation, kindness towards and support for colleagues, commitment to continuous learning, and a creative approach to problem solving.

### Relationship Management

- Collaborate, as appropriate, with the Director of Advocacy and the other members of the team.
- Develop strong working relationships with a range of health and social service agencies.
- Develop and maintain strong relationships with core external stakeholders, including:

- An Garda Síochána
- Tusla
- Court Service
- DPP
- Department for Social Protection
- Housing Bodies
- Local authorities
- Other institutions as necessary

*These duties are a general guide to the responsibilities of the Case Manager. They are neither definitive nor restrictive. The post-holder may be required to undertake other duties commensurate with the post.*

## KPI's/ Priorities After 6 Months

- Demonstrate an in-dept knowledge of working with trauma, and sound judgement in relation to the needs of clients who engage in the service. And show a commitment to continuous learning, and a creative approach to problem solving.
- Be working towards holding a caseload of 80+ clients.
- Demonstrate a clear understanding of the legal processes, including court procedures.
- Have built strong working relationship and contribute fully to the advocacy team and the wider organisation.
- Demonstrate the ability to keep accurate comprehensive records and statistics on the Advocacy Programme

## Person Profile

One in Four is seeking someone to join their advocacy team with experience working in the area of sexual trauma and demonstrable experience of supporting a number of clients. The postholder will be empathetic and understanding, providing the necessary support to their clients. The appointable candidate will be both balanced and resilient. They are an individual with strong communication skills, common sense and are happy to work flexibly. One in Four look to hire someone with an ability to work with those from all walks of life and at all ages of adulthood, who can work without judgement or ego.

The Advocacy Case Manager will be a team player with the ability to manage multiple demands, prioritise and work under pressure. Additionally, the post-holder will be a good listener and passionate about the purpose of One in Four, an organisation who work with both survivors and offenders.

### Core Competencies and Skills Summary

- Minimum of three years' experience of working in a similar role
- Experience working in the area of trauma.
- Knowledge and understanding of relevant legislation and social care policies and developments in the area of sexual abuse and/or violence.
- Knowledge and understanding of the policy making process.
- Ability to work with a wide range of health and social service agencies.
- Strong communication skills (oral and written) and proven capacity to build relationships
- Proven ability to facilitate and present information to diverse groups.
- Ability to demonstrate creative judgement and positive approach to problem solving
- Ability to work effectively as part of a team.
- Ability to demonstrate a commitment to on-going professional development.
- Ability to work under pressure and identify, set and deliver to deadlines
- Relevant experience and a third level qualification(s) in the field Social Science, Psychology, Law or other relevant discipline.
- Flexibility to travel and perform occasional evening and weekend work.
- Resilience and capacity for hard work.
- Knowledge of legal systems (e.g., criminal and civil justice systems).
- Proficiency in MS Suite (Word + Excel)
- Experience in the non-profit sector (desirable)
- Availability to work on Saturdays. (desirable)

### Remuneration

A competitive salary range of €55,000 to €61,000 (pro rata) commensurate with experience is offered for this position. Non-pay related benefits include:

- 25 days annual leave
- Optional PRSA Pension facility available.
- Continuous professional development

### How to apply

Please send a CV and cover letter outlining your experience and fit for the role to [recruitment@oneinfour.ie](mailto:recruitment@oneinfour.ie). Documents should be in Word or PDF format only. Please ensure you include the title of the role in the subject line of the email. The closing date for applications is **Tuesday 25 February 2025 at 5pm.**

Interviews will be held on Friday 7<sup>th</sup> March, and Monday 10<sup>th</sup> March in our offices on Arran Quay.