

ADVOCACY CASE MANAGER

One in Four are committed to ending the trauma of childhood sexual abuse by providing a safe place for men and women to explore the impact childhood sexual abuse has had on their lives.

They provide programmes and services to help adults who have experienced childhood sexual abuse, their families, and those who have committed sexual offences against children. One in Four works in all aspects of sexual violence in an effort to break the cycle of abuse.

One in Four understands the distress caused by childhood sexual abuse, and all the ways in which that experience can impact a person's life long after the abuse has stopped.

THE POSITION

Title: Advocacy Case Manager

Reporting to Advocacy Director

Direct Reports None

Place of Work 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.

Working Hours Full time and Part time positions available.
Full time =35 hours per week
Part time = 21 hours per week

Nature of Post *Permanent* (following 6-month probationary period)

CONTEXT FOR APPOINTMENT 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.

DIRECT CLIENT WORK

PRINCIPAL DUTIES & RESPONSIBILITIES

- 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.

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.

KPIs / 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

CORE COMPETENCIES AND SKILLS

Criteria	Essential	Desirable
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		✓
Availability to work on Saturdays.		✓

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

ORGANISATIONAL BACKGROUND

MISSION

One in Four is committed to ending the trauma of childhood sexual abuse.

VISION

An Irish society where children are safe from the threat of sexual harm.

VALUES

One in Four is committed to building a restorative work environment. Drawing on the principles of restorative practice One in Four seeks to:

- Maintain a client-centred organisation.
- Strive to provide the highest standards of services informed by the clients' evolving needs.
- Engage with service users and with each other with dignity and respect.
- Operate a transparent, consultative decision-making process within the organisation while respecting the organisational structures that are in place.
- Promote collaboration with other actors in the field of sexual violence.
- Provide a reliable, evidenced-based voice to inform public awareness and policy debates.
- Foster an environment of reflection and review of all the organisation's activities.

GOVERNANCE

One in Four is governed by a Board who are responsible for the organisation achieving its strategic aims, remaining commercially viable and the overall governance of the organisation. The Board is currently comprised of 9 members.

How to apply

Please send a CV and cover letter outlining your experience and fit for the role to 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.

Closing date for applications: Tuesday May 6th 2025

One in Four is an equal opportunities employer and welcomes suitably qualified applicants from all sections of society. This position is offered subject to comprehensive reference checks and Garda Vetting