

Waiting List Case Manager

Job Description

Title: Waiting List Case Manager

Reporting to: Clinical Director

Direct Reports: None

Place of Work: 35/36 Arran Quay, Dublin 7, D07 E221

Working Hours: 3 days a week, including Wednesday and one late evening

Salary Range: €60,000 – €63,000 FTE (€36,000 – €37,800 pro rata)

Nature of Post: Permanent

Role Summary

The programmes provided by One in Four to help adults who have experienced childhood sexual abuse are seeing an increased demand. One in Four is seeking an experienced health practitioner to assist in managing this demand. The postholder will develop and provide short-term, resource-building supports to waiting list clients who have been sexually abused in childhood.

Principal Duties and Responsibilities

Direct Client Work

- Provide short-term individual and group supports to waiting list clients who have been sexually abused in childhood.
- Monitor client safety on the Waiting List regarding suicide risk, self-harm, and medication.
- Monitor the number of individuals waiting for appointments.
- Conduct initial meetings with new contacts, assessing clinical needs and risk.
- Explore signposting and referral options for waiting list clients.
- Provide call-back telephone support to waiting list clients.
- Manage waiting lists and ensure that a regular review of clients on the waiting list is completed monthly.
- Undertake the appropriate caseload assigned by the Clinical Director, usually four direct clinical hours daily.

Administration

- Develop suitable protocols and resources that are flexible and responsive to changing client numbers on the list.
- Work as part of the clinical team toward best practice models.
- 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.
- Ensure that appropriate records and statistics are kept up to date within the requirements of Data Protection legislation.
- Adhere to the confidentiality policy of the organisation.
- Work closely with the Clinical Team Leader to ensure paperwork, data entry, and protocols across the programmes align.

Relationship Management

- Collaborate, as appropriate, with the Clinical Director and the other members of the team.
- Develop strong working relationships with a range of health and social service agencies.
- Liaise with external agencies regarding clients and the level of support they need.
- Ensure that the Clinical Director is kept informed of issues regarding client safety relating to suicide risk, self-harm, medication, and psychiatric needs.

Other

- Demonstrate a commitment to the work of One in Four and carry out the work of the organisation in an efficient and effective manner.
- Uphold the reputation of the organisation and represent One in Four in a professional manner.
- Attend clinical team meetings and internal group supervision during working hours and attend individual external supervision.
- Be available to work one evening per week for individual or group work.
- Attend regular line management meetings.
- Adhere to the One in Four Code of Ethical Practice.
- Adhere to the policies and procedures of One in Four as set out in the Staff Handbook and within the Psychotherapy Programme.
- Adhere to the Children First Guidance and the Children First Act 2015.
- The post-holder may also be required to undertake other duties commensurate with the level and scope of the role, as reasonably required by One in Four.

Person Profile

One in Four is seeking a candidate with a background in social care, social work, mental health, psychotherapy, or psychology, who has extensive experience supporting a high volume of clients. The postholder will be empathetic and resilient, providing the necessary support to their clients.

The Waiting List 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 One in Four's purpose.

Essential Criteria

- Third level qualification in social care, social work, mental health, psychotherapy, or psychology.
- Minimum of three years' experience working in a similar role.
- Experience working in the area of trauma.
- Demonstrable level of resilience.
- Experience working in crisis management.
- Ability to work with a wide range of external stakeholders.
- 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 a positive approach to problem solving.
- Ability to work effectively as part of a team.
- Ability to demonstrate a commitment to ongoing professional development.
- Ability to work under pressure and identify, set and deliver to deadlines.
- Flexibility to perform occasional evening and weekend work.
- Capacity to deliver services in an innovative and creative way within a resource-constrained environment.
- Self-directing with the capacity for hard work.
- Capacity to meet people in a compassionate manner.
- Proficient in using IT systems and CRM platforms to manage data and support operations.
- Knowledge and understanding of relevant legislation and social care policies desirable.

Application Details

- Please send a CV and cover letter outlining your experience and fit for the role to hr@oneinfour.ie.
- Documents should be in Word or PDF format only.
- The **closing date** for applications is **4pm on Friday 17th July 2026**. Interviews will be held on the week commencing 20th July 2026.