



COMHAIRLE CONTAE
CHEATHARLACH

CARLOW COUNTY COUNCIL

Candidate Information Booklet Post of Homeless Prevention & Support Officer

CLOSING DATE: 12 noon on Friday, 26th September 2025

FOUR APPLICATION FORMS (one original completed signed copy and three full copies of the original) should be returned to:

Administrative Officer,
Human Resources Section,
Carlow County Council,
County Council Offices,
Athy Road,
Carlow.
R93E7R7

Candidates who send their applications by post should allow sufficient time to ensure delivery not later than the latest time for acceptance.

Please note the following instructions:

- A Curriculum Vitae or applications by email or fax will **NOT** be accepted
- All application forms **MUST** be typed and before signing the form, please ensure that you have replied fully to all sections/questions.
- You should satisfy yourself that you are eligible to apply for this post - **copy of educational results/qualifications MUST be submitted with your application form to determine your eligibility for this post.** Failure to comply with this requirement will result in disqualification from this competition.
- Carlow County Council is **not** responsible for any expenses which may be incurred by the candidate in attendance for aptitude test or interview.
- Applications received after the closing date and time specified will **not** be accepted.
- Applications received that do not comply with the requirements set out in the booklet, i.e. typed application form, one original fully completed signed copy and 3 copies of the application form and copy of educational results, will **not** be accepted.
- Carlow County Council may decide, by reason of the number of persons seeking admission to the competition, to carry out a shortlisting procedure. Shortlisting will be based on qualifications, relevant experience and information submitted on the application form. The number of persons to be invited for interview shall be determined by Carlow County Council.

THE ROLE

The Homeless Prevention & Support Officer is a frontline position in Carlow County Council's Housing Department. The successful candidate will work as part of a multidisciplinary team within the Council, assisting with the implementation of work programmes to achieve goals, targets and standards set out in Departmental and Team Development Plans. The Homeless Prevention & Support Officer is expected to use initiative, work to a high standard and have excellent interpersonal and communication skills.

Duties:

The role involves, but is not limited to the following duties:

- Interviewing and assessing clients seeking a homeless service by appointment or unscheduled presentation at public counter
- Providing assessment and advice to people who are homeless
- Providing intervention necessary to address the issues that are preventing the individual/ family from moving home
- Investigating cases thoroughly – maintaining links with other local authorities, Gardai, Health Services and any other relevant bodies
- Working with Carlow County Council Tenancy Sustainment Service
- Organising temporary emergency accommodation within the existing services available should it be required
- Case managing families and individuals in emergency accommodation, or those in certain other types of emergency accommodation that require support
- Being responsible, as Case Manager, for engaging the clients who are homeless to identify their Individual support needs, help them engage with appropriate community/health services and for developing and implementing an exit strategy from homelessness in each case
- Working closely with HAP Place Finder Service in achieving exit goals for homeless clients and enabling and assisting clients to source suitable private rented accommodation
- Assisting persons in settling into accommodation and ensuring that clients are fully briefed on services available to them from external agencies
- Conducting out of hours patrols to assist homeless persons during times of severe weather events
- Creating and maintaining files and records of services users and offer clients ongoing support
- Documenting meetings and calls with clients
- Producing reports and presentations based on work
- Participating in the Homeless Action Team (HAT) to meet the needs of the homeless clients, or those at risk of homelessness
- Preparing Returns and Claims for the Department of Housing, Local Government & Heritage as required
- Collating data and statistics regarding the homeless service as required from time to time
- Responsibility for the day-to-day financial management of expenditure and for reporting on same as part of the Council's budgetary process
- Compliance with all statutory, legal and quasi statutory rules and regulations covering Safety, Health and Welfare at work issues
- To undertake any other duties of a similar level and responsibility, as may be required, or assigned, from time to time

The above specification is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office. The duties and responsibilities attached to the post may vary from time to time, without changing the general character of the duties or level of responsibilities entailed. The post holder may therefore be required to perform duties

appropriate to the post, other than those detailed above, and to take instructions from and report to, an appropriate Officer or such designated officer as may be assigned from time to time by Carlow County Council.

COMPLETING A COMPETENCY BASED APPLICATION FORM

A Competency Based Application Form requires, you, as the candidate, to describe some of your personal achievements to date, to demonstrate certain competencies (necessary skills & qualities) required for the position you are applying for. All question areas must be answered, as you will be questioned on all areas should you be called for interview.

You should describe situation(s) from your own experience, which you think is the best example(s) of what you have done which demonstrates the specific competency. It is essential that you describe how you demonstrated the skill or quality in question. The example(s) may be drawn from your experience in various settings, including employment, community, sporting or voluntary. Please do not use the same example to illustrate your answer to more than two areas of competence. Please note the interview board may look for additional examples of where you demonstrated the skills required for the post.

Carlow County Council is seeking candidates that demonstrate strong administrative and communication skills. They must also be self-motivated and committed to delivering quality public services. Key Competencies for the post have been identified as essential for the role of Homeless Prevention & Support Officer as follows:

KEY COMPETENCIES

Performance Management

- Demonstrates by examples experience of objective setting, monitoring, and successful work-based achievements
- Demonstrates experience of effective team building both within the workplace and externally with stakeholders
- Demonstrates experience of effective conflict management and resolution
- Thinking and acting strategically
- Effectively manage the introduction of change and demonstrate flexibility and openness to change

Leadership/Motivation/Decision Making:

- Demonstrates understanding of social situations and dynamics and ability to operate effectively
- Empowers, influences, and encourages others to gain supports for ideas, proposals, and solutions
- Builds constructive working relationships characterised by a high level of acceptance, co-operation, and mutual respect
- Acts decisively and makes timely, informed, and effective decisions
- Presents ideas effectively to individuals and groups

Interpersonal Skills /Communication

- Demonstrates experience of report writing and correspondence
- Demonstrates experience of work-based dealings with a variety of groups/agencies
- Demonstrates experience of effecting work-based improvements in the face of opposition
- Demonstrates experience of making presentations
- Demonstrates experience of negotiating successful outcomes
- Demonstrates experience of chairing or contributing to group problem solving
- Demonstrates experience of dealing with and resolving conflict that requires excellent interpersonal, negotiating and communication skills

Personal effectiveness

- Take initiative and seek opportunities to exceed goals
- Manage time and workload effectively and operate in an environment with significant complexity and pace
- Maintain a positive, constructive and enthusiastic attitude to the role
- Take initiative and seek opportunities to exceed goals
- Manage time and workload effectively and operate in an environment with significant complexity and pace
- Remain calm under pressure and maintain a positive, constructive, and enthusiastic attitude to their role

QUALIFICATIONS

1. Character

Each candidate must be of good character.

2. Health

Each candidate must be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service. For the purpose of satisfying the requirements as to health, it will be necessary for successful candidates, before they are appointed, to undergo a medical examination by a qualified medical practitioner to be nominated by the Local Authority.

3. Citizenship

Candidates must, by the date of any job offer, be:

- a) A citizen of the European Economic Area (EEA). The EEA consists of the Member States of the European Union, Iceland, Liechtenstein and Norway; or
- b) A citizen of the United Kingdom (UK); or
- c) A citizen of Switzerland pursuant to the agreement between the EU and Switzerland on the free movement of persons; or
- d) A non-EEA citizen who is a spouse or child of an EEA or UK or Swiss citizen and has a stamp 4 visa; or
- e) A person awarded international protection under the International Protection Act 2015 or any family member entitled to remain in the State as a result of family reunification and has a stamp 4 visa; or
- f) A non-EEA citizen who is a parent of a dependent child who is a citizen of, and resident in, an EEA member state or the UK or Switzerland and has a stamp 4 visa

4. Education, Experience etc.

Each candidate must, on the latest date for receipt of completed application forms:

- (i) (a) Process the National Diploma in Applied Social Care Studies awarded by Quality & Qualifications Ireland (QQI)
OR
(b) Possess the Diploma in Social Care awarded by Quality & Qualifications Ireland (QQI)
OR
(c) Possess the Diploma in Applied Social Studies/Social Care from DIT
OR
(d) Possess a BA (Ord) in Social Care Practice (minimum Level 7 on the QQI framework)
OR
(e) Relevant 3rd Level Qualification in Social Care/ Social Studies or related field.
- (ii) Minimum of 2 years' experience working in the area of homeless service provision or similar type service
- (iii) A good knowledge of services within the homeless sector
- (iv) Proficient administration and computer skills

DRIVING LICENCE:

Holders of the post **must** hold a full driving licence for class B vehicles and shall drive a motor car in the course of their duties and for this purpose, provide and maintain a car to the satisfaction of the local authority. If you are required to travel as part of your official duties, Carlow County Council as your employer must be indemnified on your insurance policy. Travelling expenses and subsistence expenses necessarily incurred in the course of official duties will be refunded in accordance with appropriate rates in line with the relevant Department Circulars and Carlow County Council's Travel and Subsistence Policy. If during your employment, your licence is revoked, even temporarily, or if you receive endorsements on your licence, which may affect your duties, you are obliged to notify the Council immediately. Carlow County Council reserves the right to provide a van to enable you to carry out your duties. The provision of a van will be at the discretion of the Chief Executive.

PARTICULARS OF EMPLOYMENT

The Post:

The post is temporary whole-time and pensionable. The post holder shall not engage in any gainful occupation, other than as an employee of a local authority, to such an extent as to impair the performance of his or her duties as an employee of a local authority or in any occupation which might conflict with the interests of the local authority or which might be inconsistent with the discharge of his/her duties as a local authority employee.

Health:

For the purposes of satisfying the requirement as to health it will be necessary for each successful candidate, before he/she is appointed, to undergo a medical examination by a qualified medical practitioner to be nominated by the local authority.

Probation:

Where persons who are not already permanent employees of a local authority are appointed, the following provisions shall apply:

- (a) there shall be a period after such appointment takes effect during which such persons shall hold such position on probation,
- (b) such period shall be 12 months, but the Chief Executive may at his or her discretion extend such period,
- (c) such persons shall cease to hold such position at the end of the period of probation unless during such period the Chief Executive has certified that the service of such persons is satisfactory,
- (d) the period at (a) above may be terminated on giving one week's notice as per the Minimum Notice and Terms of Employment Acts,
- (e) there will be assessments during the probationary period.

Hours of Duty:

The working hours at present provide for a five day, thirty-five hours working week, hours may vary from time to time. Carlow County Council operate a flexible time scheme with the earliest start time of 8.30 a.m. and a latest start time of 10.00 a.m. and the earliest finishing time of 16.30 p.m. and the latest finishing time of 18.00 p.m. Lunch break consisting of a minimum of 30 minutes to a maximum of 2 hours must be taken between 12.30 p.m. and 14.30 p.m. The Flexi Leave Scheme is available, on request.

Due to the nature of this post, flexibility may be required in working outside of normal hours, including evenings and weekends. No additional remuneration will be paid in respect of such activities and Time in Lieu on a time for time basis will apply. Overtime does not apply to this post. All hours of work will be subject to and recorded in accordance with the provisions of the Organisation of Working Time Act, 1997 and the Organisation of Working Time Act (Regulations) 2001. The working hours may be reviewed at any time by the Council.

Remuneration:

The annual salary which is analogous to the post of Staff Officer (Circular Letter EL 07/2025) is as follows:

€51,722 – €53,266 – €54,844 – €56,454 – €58,076 - LSI 1 €59,967 – LSI 2 €61,865

Holders of the post will be paid at the appropriate point on the salary scale in accordance with the relevant Department Circulars. The starting pay for new entrants to the public service will be at the minimum of the scale. The salary shall be fully inclusive and shall be as determined from time to time. The rate of remuneration may be adjusted from time to time in line with Government pay policy. The holder of the position shall pay to the Local Authority any fees or other monies (other than inclusive salary) payable to or received by such holder by virtue of the position or in respect of services, which are required by or under any enactment to perform.

Work Base:

Carlow County Council reserves the right to assign you to any department or premises in use by the Council, now or in the future. Changes in location of employment will not result in payment of disturbance money or other compensation. The person appointed will be required to provide him/herself at his/her own expense with the necessary mode of travel to and from work.

Residence:

The holder of the office shall reside in the district in which his/her duties are to be performed or within a reasonable distance, thereof.

Annual Leave:

The current annual leave entitlement is 30 days. Granting of annual leave, payment for annual leave and arrangement for public holidays will be governed by the provisions of the Organisation of Working Time Act, 1997 (as amended).

Sick Leave:

The terms of the Public Service Sick Pay Scheme will prevail.

References:

Applicants are required to advise the names of two responsible persons to whom they are well known but not related (at least one of the referees should be an existing or former employer).

In advance of any offer of employment, Carlow County Council reserves the right to seek both written and verbal references from current and previous employers, educational institutions, or any other organisations with which the candidate has been associated. The Council reserves the right to determine the merit, appropriateness and relevance of such references and referees.

Vetting:

Garda vetting is required for certain roles within Carlow County Council. Failure to complete a Garda vetting form on request may prevent your employment with Carlow County Council. In the event of an unsatisfactory Garda declaration being received Carlow County Council reserves the right not to commence employment. In the event of an existing employee changing role as a result of promotion or otherwise to a role that requires Garda Vetting and an unsatisfactory disclosure being returned, Carlow County Council reserves the right to withhold promotion, and also to investigate if further sanction/disciplinary action is warranted on foot of disclosure on a case-by-case basis.

Training:

It is a condition of employment that successful candidates will be required to participate in training programmes relevant to the skills necessary for the performance of the duties attaching to the post and to attend all mandatory training.

Use of Modern Technology:

The successful candidate will be required to use all equipment provided, including computers, handheld terminals, mobile telephone, electronic equipment, video or other monitoring equipment and any other new technology which may be introduced in the future.

Health & Safety:

The holder of the post shall co-operate with the terms of Carlow County Council's Safety Statement and Major Emergency Plan. It is a condition of employment that the successful candidate will be required to participate in training programmes relevant to the skills necessary for the performance of the duties attaching to the post. He/She shall familiarise him/herself with the safety rules and procedures and make proper use of all safety, clothing and equipment. Failure to comply with the terms of the Safety Statement may result in a disciplinary action.

Superannuation & Retirement:

Superannuation

If you are pensionable under the Local Government (Superannuation) (Consolidation) Scheme 1998 and are liable to pay Class A PRSI contributions, you would be required in respect of superannuation to make contributions at the rate of 3.5% of net pensionable remuneration (i.e. pensionable remuneration less twice the annual rate of social insurance old age contributory pension payable at the maximum rate to a person with no adult dependant or qualified children) plus 1.5% of full pensionable remuneration. You are required in respect of spouses' and children's pension benefit to contribute at the rate of 1.5% of full pensionable remuneration in accordance with the terms of schemes made under the Local Government (Superannuation) (Consolidation) Scheme 1998. Maximum retirement age is 70.

If the Public Service Superannuation (Miscellaneous Provisions) Act 2004 applies to your employment, 65 is the minimum age at which your pension may be paid. As a new entrant to the public service, under the terms of this legislation you will not be required to retire on grounds of age. Persons who become pensionable officers of a local authority who are liable to pay the Class D rate of PRSI contribution will be required in respect of their superannuation to contribute to the local authority at the rate of 5% of their pensionable remuneration. You may also be required to pay Spouses and Children/ Widows and Orphans contributions at the rate of 1.5% of gross pay. Maximum retirement age is 70.

Persons who become pensionable staff of a local authority for the first time on or after 01 January 2013 are assigned to the Single Public Service Pension Scheme with effect from the date of appointment. The scheme is contributory and provides pension, retirement gratuity, death gratuity and survivors benefits. If you are pensionable under the Public Service Pensions (Single Scheme and other provisions) Act 2012, you are liable to pay the Class A rate of PRSI contribution. You are required to pay contributions as follows: 3% of gross remuneration and 3.5% of net pensionable remuneration (i.e. pensionable remuneration less twice the annual rate of social insurance old age contributory pension payable at the maximum rate to a person with no adult dependant or qualified children). The minimum age at which you may retire is allied with the State Contributory Pension age (currently 66, rising to 67 in 2021 and 68 in 2028). The maximum retirement age is 70. To qualify for a pension the successful candidate must have served a minimum of two years employment in a local authority. You are reminded that under this agreement the Council may refer you to a medical advisor at any time to determine fitness for carrying out the duties to which you have been assigned. Further information is available from the Human Resources Department.

Pension Accrual

A 40-year limit on total service that can be counted towards pension where a person has been a member of more than one existing public service pension scheme would apply. This 40-year limit, which is provided for in the Public Service Pensions (Single Scheme and Other Provisions) Act 2012 came into effect on 28 July 2012. This may have implications for any appointee who has acquired pension rights in a previous public service employment.

Pension Abatement

If the appointee has previously been employed in the Civil or Public Service and is in receipt of a pension from the Civil or Public Service or where a Civil/Public Service pension comes into payment during his/her reemployment that pension **will be subject to abatement** in accordance with Section 52 of the Public Service Pensions (Single Scheme and Other Provisions) Act 2012.

Incentivised Scheme for Early Retirement (ISER)

It is a condition of the Incentivised Scheme for Early Retirement (ISER) as set out in Department of Finance Circular 12/09 that retirees, under that Scheme, are debarred from applying for another position in the same employment or the same sector. Therefore, such retirees may not apply for this position.

Department of Health and Children Circular (7/2010)

The Department of Health Circular 7/2010 dated 1 November 2010 introduced a Targeted Voluntary Early Retirement (VER) Scheme and Voluntary Redundancy Schemes (VRS). It is a condition of the VER scheme that persons availing of the scheme will not be eligible for re-employment in the public health sector or in the wider Public Service or in a body wholly or mainly funded from public moneys. The same prohibition on re-employment applies under the VRS, except that the prohibition is for a period of 7 years. People who availed of the VER are not eligible to compete in this competition. People who availed of VRS scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility).

Collective Agreement: Redundancy Payments to Public Servants

The Department of Public Expenditure and Reform letter dated 28th June 2012 to Personnel Officers introduced, with effect from 1st June 2012, a Collective Agreement which had been reached between the Department of Public Expenditure and Reform and the Public Services Committee of the ICTU in relation to ex-gratia Redundancy Payments to Public Servants. It is a condition of the Collective Agreement that persons availing of the agreement will not be eligible for re-employment in the public service by any public service body (as defined by the Financial Emergency Measures in the Public Interest Acts 2009 – 2011) for a period of 2 years from termination of the employment. People who availed of this scheme and who may be successful in this competition will have to prove their eligibility (expiry of period of non-eligibility).

Public Service Pensions (Single Scheme and Other Provisions) Act 2012

New members joining the Public Sector on or after 1st January 2013 will be required to join the Single Public Service Pension Scheme. The Single Scheme applies to all pensionable first-time entrants to the Public Service as well as to former public servants returning to the public service after a break of more than 26 weeks. In each pay period an amount equivalent to 3.5% of net pensionable remuneration PLUS 3% of pensionable remuneration will be deducted as the member's contribution under the Scheme. This includes a contribution to a Spouse's and Children's Scheme.

Persons who commenced Public Sector Employment prior to 1st January 2013

Persons who become pensionable employees of a local authority who are liable to pay the Class A rate of PRSI contribution will be required in respect of their superannuation to contribute to the local authority at the rate of 1.5% of their pensionable remuneration plus 3.5% of net pensionable remuneration (i.e. pensionable remuneration less twice the annual rate of social insurance old age contributory pension payable at the maximum rate to a person with no adult dependent or qualified children). Persons who become pensionable employees of a local authority who are liable to pay the Class D rate of PRSI contribution will be required in respect of their superannuation to contribute to the local authority at the rate of 5% of their pensionable remuneration. All persons who become pensionable employees of a local authority will be required in respect of the Local Government (Spouses and Children's Contributory Pension) Scheme to contribute to the local authority at the rate of 1.5% of their pensionable remuneration in accordance with the terms of the scheme.

Retirement

Appointees who are deemed not to be "new entrants" as defined in the Public Service Superannuation (Miscellaneous Provisions) Act, retirement is compulsory on reaching 70 years of age. Retirement age set, initially, at 66 years; this will rise in step with statutory changes in the State Pension Contributory (SPC) age to 67 years in 2021 and 68 years in 2028. **Compulsory retirement age will be 70.**

Data Protection:

Basis for Processing your Personal Information

The basis for processing your personal data is to progress your application for the position you have applied for with Carlow County Council under the Terms of the Employment (Information) Act 1994 and Human Resources policies and procedures. Personal data sought for the purpose of recruitment will include your name, your contact details including email address and mobile phone number, particulars of education, details regarding your record of employment and confirmation if you require an employment permit / visa / or work authorisation.

Sharing of Information

Outside of the relevant recruitment team, the information provided in your application form will only be shared for progressing the competition for which you have applied, with a designated shortlisting and / or interview board. If, following the competition, you are placed on a panel and offered a position, the information provided in your application form will form part of your Personnel File.

Storage period

Your application will be retained for one year from the date a panel for this position is formed. In exceptional circumstances panels can be extended for an additional year and your personal data will be kept until the extension has expired. Applications that are unsuccessful at interview stage will be retained for one year. Applications that are not progressed to interview stage will be destroyed post competition.

If you do not furnish the personal data requested Carlow County Council will not be able to progress your application form for the competition.

When your application is received, Carlow County Council creates a record in your name, which contains much of the personal information you have supplied. This personal record is used solely in processing your candidature. Such information held is subject to the rights and obligations set out in the Data Protection Acts, 1988 & 2003 and will be destroyed following the expiry of any panel put in place in respect of this competition.

Recruitment Process:

Selection Process

Candidates will initially be assessed to ensure that they meet the minimum specified eligibility criteria for the position.

Shortlisting

Normally the number of applications received for a position exceeds that required to fill existing and future vacancies to the position. While a candidate may meet the eligibility requirements of the competition, if the numbers applying for the position are such that it would not be practical to interview everyone, Carlow County Council may decide that a number only will be called to interview. In this respect, Carlow County Council may provide for a shortlisting process to select a group for interview who, based on an examination of the application forms, appear to be the most suitable for the position. An expert board will examine the application forms against pre-determined criteria based on the requirements of the position. This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the job, rather that there are some candidates, who based on their application, appear to be better qualified and/or have more relevant experience. It is therefore in your own interest to provide a detailed and accurate account of your qualifications/experience on the application form.

Competitive Interview

Selection of candidates for appointment shall be by means of a competitive interview. The Council is committed to a process of selection on merit, based on fair and open competition. The criteria for judging suitability and ranking will be related directly to the qualification, attributes and skills required to undertake the duties and responsibilities to the standard required in the post.

Panels

Following completion of interviews, a panel may be formed, the duration of which is at the discretion of the Council. While a panel remains in force, offers of temporary or permanent employment may be made subject to confirmation of qualifications and satisfying clauses in relation to health, character or other requirements of the particular post. Persons to whom an offer of employment is made must take up duty within 1 month from the date of offer, or such extended period as the Council may agree, otherwise, the Council may decide not to appoint them.

References/Documentary Evidence

Each candidate may be required to submit as references the names and addresses of two responsible persons to whom he/she is well known but not related. Candidates may be required to submit documentary evidence to the local authority in support of their application.

Canvassing

Applicants are reminded that any attempt by themselves or by any persons acting on their behalf directly or indirectly by means of written communication or otherwise to canvass or otherwise influence in the candidate's favour any officer of the County Council or persons nominated by the Chief Executive to interview or examine applicants, will automatically disqualify the applicant for the position they are seeking.

Taking up Appointment

The local authority shall require a person to whom an appointment is offered to take up such appointment within a period of four weeks and if he/she fails to take up the appointment within such period or such longer period as the local authority in its absolute discretion may determine, the local authority shall not appoint him/her.

Carlow County Council is an Equal Opportunities Employer