



Comhairle Chontae Liatroma Leitrim County Council

CANDIDATE INFORMATION BOOKLET

(Please read carefully)

Post of:

RESETTLEMENT SUPPORT WORKER
(18-Month Fixed Term Contract)
(Grade V Analogous)

Closing Date: 4:00 p.m. on Thursday 31st July 2025

Important Notes

Completed Application Form (***inclusive of all other required documentation***) must be emailed in **PDF Format** as **One Single Document** (not individual scanned documents) to jobs@leitrimcoco.ie.

Please quote '**Resettlement Support Worker Application**' followed by your **name** in the subject line of the email.

Note: Hard copy Application Forms will not be accepted

General Information:

County Leitrim, located in the North-West of Ireland, has a growing economy, picturesque landscape, vibrant communities and a strong arts and cultural sector. Leitrim County Council's vision is to build an economically strong, creative, inclusive county, making Leitrim the best place to live, work, invest and visit. Key to the achievement of our priorities and objectives is a skilled and committed workforce, supported by enabling technologies, efficient work processes and learning and development opportunities. We are committed to the training, support and encouragement of our staff and we offer benefits across family friendly initiatives, personal development and wellbeing of staff.

The Role

The Irish Refugee Protection Programme responds to commitments made by Government to assist a defined number of persons to live in Ireland. The role of the Resettlement Support Worker will be to:

- Support Programme Refugees in the first week's post arrival in the community.
- Develop programmes and activities to promote participation and inclusion in society.
- Develop mechanisms that promote self-sufficient and independent living.
- Enhance the quality and cross-cultural understanding between refugees resettled in the County and their host communities and local public service providers to achieve better outcomes for the Programme Refugees.

Leitrim County Council is presently acting as a host county for the reception of Programme Refugees under the International Refugee Protection Programme (IRPP). Leitrim County Council now seeks to recruit a temporary **Resettlement Support Worker** to provide day to day support to Programme Refugees across County Leitrim, and to assist service providers to identify and address gaps in service provision. The **Resettlement Support Worker** will report to the Local Authority Integration Coordinator in the Leitrim County Council Local Authority Integration Team (LAIT).

The Resettlement Support Worker will provide the link between service provider agencies and the Programme Refugees in the community and will co-ordinate the project from the viewpoint of the needs of the Programme Refugees and their families. The successful candidate will assist service providers to identify and address gaps in service provision and put in place mechanisms for ongoing support and liaison between the refugee community, the local communities in which they have settled and the service providers, to ensure the smoothest possible integration of the Programme Refugee families into Leitrim communities.

Applications are invited from suitably qualified persons who wish to be considered for inclusion on a panel for the position of **Resettlement Support Worker**. The position is full-time and **temporary (18-month fixed term contract)**.

The Qualifications:

1. Character

Each candidate shall be of good character.

2. Health

Each candidate shall be in a state of health such as indicate a reasonable prospect of ability to render regular and efficient service.

3. Citizenship

Candidates for any of the above panels 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, Training, Experience etc.

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

- (a) Hold a recognised qualification (at least Level 7 in the National Framework of Qualifications) in community development, social science or other relevant similar discipline.
- (b) Have at least 3 years' experience working in a similar role with diverse groups in a community development setting.
- (c) Possess a good working knowledge of the mainstream model of integration and the policies which govern Ireland's International Protection System, Irish Refugee Protection Programme and Temporary Protection Programme.
- (d) Have experience of providing individual support and outreach.
- (e) Have experience of working with other external agencies and organisations, including both voluntary and public sector.
- (f) Possess a good working knowledge of the youth sector and the ability to connect International Protection (IP) applicants, Programme Refugees and Beneficiaries of Temporary Protection (BOTP) aged 15 – 24 years with the appropriate support services.
- (g) Have a thorough knowledge of the principles and processes of community development with expertise in a broad range of development models, particularly those appropriate to minority ethnic groups.
- (h) Have a strong understanding of the concept of cultural diversity and the ability to adapt a working approach to embrace many different nationalities and cultures.
- (i) Hold a clean, current Class B Driving License and have access to his/her own vehicle.
- (j) Have a satisfactory knowledge of public service organisation or the ability to acquire such knowledge.

Note: Candidates must submit a copy of their relevant recognised qualification (at least Level 7 in the National Framework of Qualifications) from your awarding body and / or Quality & Qualifications Ireland (QQI) with your application. Foreign language qualification certificates must also be accompanied by a translation document of educational qualifications as outlined above.

Applications received without the necessary documentation will be deemed ineligible and will not be considered further.

Candidates must hold a current valid and unendorsed driving license in respect of category B vehicles, or equivalent in the EU Model Driving License, and must advise if this is not the case. A copy of your License must be submitted with your application.

Desirable though not essential:

In addition, it is expected that the successful candidate shall have: -

- (a) A background or specific knowledge of international development.
- (b) Fluency in written and spoken English.
- (c) An understanding of the cross-cultural issues affecting families arriving from a war-torn state under traumatic circumstances, and an ability to deal with those families empathetically while maintaining an ethical and professional stance.
- (d) Knowledge of other languages especially those likely to be spoken or understood by Programme Refugees.
- (e) Experience of public relations, especially in relation to sensitive issues, and in using social media for communications.

Competencies for the Post:

Key competencies for the post of **Resettlement Support Worker** are outlined in the table below. Candidates will be expected to demonstrate sufficient evidence within their application form of their competence under each of these headings. Please take particular note of the competencies listed below as any shortlisting or interview processes will be based on the information provided by the candidate in their completed application form.

Knowledge, Experience and skills.	<ul style="list-style-type: none"> • Demonstrates knowledge and understanding of the role of Resettlement Support Worker in the context of wider local authority service delivery. • Demonstrates knowledge and understanding of the structure and functions of local government. • Has relevant experience of working in a community development, education, or international development environment. • Has the ability to demonstrate the skills needed to work with interpreters and the associated ethical considerations. • Has relevant experience of working with ethnic minority communities. • Has excellent negotiation skills and an understanding of cultural differences and different cultures. • Relevant administrative experience. • Experience of working as part of a team.
Delivering Results & Communicating Effectively:	<ul style="list-style-type: none"> • Converts operational objectives into specific work plans, programme activities and schedules, considering the broader operational plan when setting priorities. • Constructively challenges existing approaches to improve efficient customer service delivery. • Allocates resources (staff and equipment) across jobs to ensure that priorities are met and that work is executed in the most efficient manner possible to deliver quality work and services.

Management & Change	<ul style="list-style-type: none"> • Has a clear understanding of the role, objectives, and targets and how they fit into the work of the unit and Department/Organisation and can communicate this to the team. • Understands the need for change and gets this across persuasively to others. • Implements change in an orderly and determined manner. • Effectively deals with a range of information sources, investigating all relevant issues.
Personal Effectiveness	<ul style="list-style-type: none"> • Is enthusiastic about the role and is highly motivated. • Manages time and workload effectively. • Takes initiative and seeks opportunities to exceed goals. • Understands the structures and environment within which the local authority sector operates and the role of the Resettlement Support Worker in this context. • Knowledge of current local government issues.

The Principal Terms and Conditions

The position is wholetime, **temporary** and pensionable. The appointment will be on the basis of an **18 Month Fixed Term Contract**, subject to a probationary period of 6 months.

1. Duties

The duties of the office are to give to the local authority and

- (a) Such other local authorities or bodies for which the Chief Executive, for the purposes of the Local Government Acts, is Chief Executive, and
- (b) to any other local authority or body with which an agreement has been made by the local authority or by any of the authorities or bodies mentioned in sub-paragraph (a) of this paragraph,

Under the general direction and control of the Chief Executive or of such other officers as the Chief Executive may from time to time determine, such appropriate services of an administrative, executive, supervisory, advisory and ancillary nature as are required for the exercise and performance of any of its powers, duties and functions as may be delegated to him or her by the Chief Executive from time to time and shall include the duty of deputising for other officers of the local authority.

The Irish Refugee Protection Programme responds to commitments made by Government to assist a defined number of persons to live in Ireland. The role of the **Resettlement Support Worker** will be to:

- Support refugees in the first week's post arrival in the community.
- Develop programmes and activities to promote participation and inclusion in society.
- Develop mechanisms that promote self-sufficient and independent living.
- Enhance the quality and cross-cultural understanding between refugees resettled in the County and their host communities and local public service providers to achieve better outcomes for the refugees.

The Resettlement Support Worker will report to the Integration Support Co-ordinator, or such other officer as may be designated by the Chief Executive.

The Key duties and responsibilities of the post of Resettlement Support Worker include but are not limited to:

Phase 1

- Ensuring Programme Refugees are linked to mainstream service providers in the immediate period post arrival.

- Providing immediate support to recently arrived Programme Refugees resettled in the local community.
- Ensuring that each family receives information with regard to running of their new home and monitoring progress on a weekly basis for the first month.
- Building on the cultural orientation programme provided on arrival, thus ensuring that the Programme Refugees are aware of their rights and entitlements and are in receipt of same in a like manner to an Irish Citizen.
- Identifying other services available locally and making the necessary introductions and linkages.
- Supporting mainstream service providers in their efforts to identify and provide services such as childcare, dental, and optical services, medical appointments, linkages to sporting and other local activities.
- Ensuring that service providers are made aware where issues arise with regards to service provision.
- Monitoring and reporting racism and discrimination wherever it is found.
- Making appropriate provision for persons with special needs, including working with mainstream service providers with regard to accessing appropriate services outside of the area.
- Liaising with MSLETB (Mayo Sligo Leitrim Education & Training Board) with regard to English language learning provision.
- Ensuring that each resettled refugee has an appointment with a Department of Social Protection Officer with a view to assessing what payments they should be claiming.
- Implementing a programme of activities designed to support the newly arrived refugees.

Phase 2

During this part of the resettlement programme, the Resettlement Support Worker will develop a range of actions and activities such as after-school programmes, women's groups, weekly community meetings and drop-in clinics, youth activities, will make links with sports clubs and promote participation by refugees at a local level. The Resettlement Support Worker will monitor how each family is coping with their new environment and begin the process of linking the newcomers with the local community, promoting independence, and creating awareness with regards to their responsibilities.

This will involve:

- Visiting each family on a 4–6-week basis to identify issues arising and to monitor household management.
- Establishing a drop-in Centre for queries.
- Referring refugees to mainstream service providers including information services and providing advice on how the refugee should access these services – i.e. building capacity in the refugee community rather than doing it for them.
- Responding to issues arising – by identifying where additional support/training is required, identifying the appropriate service provider, making the necessary arrangements for support and training to be provided and monitoring progress.
- Monitoring, recording, and evaluating the quality of services delivered to refugees on a continuous basis.
- Developing findings into periodic reports for dissemination.
- Developing intercultural competencies among service providers to ensure refugees are enabled to access services independently and appropriately.

- Supporting the refugees to actively engage with local sporting, social, cultural, and religious organisations.
- Monitoring engagement - particularly with regard to young adults – and supporting them to participate.
- Organising training and information events for refugees.
- Building linkages that will enable the development of mentoring and support structures.
- Networking with facilitators in other resettlement communities to identify and transfer models of good resettlement practices at a local level.
- Identifying in consultation with the Programme Refugees any training programmes needed to prepare them for entry into the labour market and to liaise with the mainstream service providers to encourage participation in such programmes.
- Reporting to the Inter-Agency Working group on issues and actions taken.

Phase 3

After 6 months the refugees should be in a position to manage their lives independently.

During this period:

- The Resettlement Support Worker will be able to identify the most vulnerable cases and refer them to the mainstream support services and to monitor follow up.
- In consultation with refugees and service providers the Resettlement Support Worker will identify issues arising regarding service provision.
- In consultation with the service providers the Resettlement Support Worker will develop strategies for addressing same and report on same to the Inter-Agency Working Group.
- The Resettlement Support Worker will focus on community development with a view to preparing the community to represent themselves.
- The Resettlement Support Worker will not replace mainstream service provision, but will identify where gaps arise and should guide the refugees in how to access mainstream services.
- Undertake any other duties of a similar level and responsibility, as may be required, or assigned, from time to time.

Duties will also include:

- Maintenance of records of all appointments (and action taken) and assessment and monitoring of ongoing needs of the refugee families and individuals.
- Assisting individuals to complete application forms, registration forms and follow up where necessary.
- Performance of other related duties as requested by the Integration Coordinator, The IRPP Interagency Working Group or the Director of Service or such other officer as designated by the line manager

The successful candidate will demonstrate:

- An ability to be self-motivated and able to work independently.
- An understanding of the cross-cultural issues affecting families arriving from a war-torn state under traumatic circumstances and an ability to deal with them empathetically while maintaining an ethical and professional stance.
- An ability to advise members of the IRPP Interagency Working Group about cultural issues arising within the Communities and on how to foster integration and cross-cultural working.
- Flexibility in their approach to work, including working at evenings or weekends if required.

Reporting

- Ensuring compliance with all required local authority financial, management and governance reporting requirements.
- Collecting, maintaining and updating relevant data.
- Working with project partners to ensure that they are aware of and fulfil their reporting requirements.

Governance

The particular 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 the Local Authority.

The role requires flexibility in terms of working hours as the duties may involve working outside of normal office hours.

2. Salary

The salary scale for the post of Resettlement Support Worker, analogous to Staff Officer (applicable from 1st March 2025) is within the range:

€51,210; €52,739; €54,301; €55,895; €57,501; €59,373 LSI1; €61,252 LSI2

Entry point to this scale will be determined in accordance with relevant Departmental Circulars. Offers of appointments to persons who are not serving local authority employees will be based on the minimum of this scale.

The rate of remuneration may be adjusted from time to time in line with Government Policy.

The salary shall be fully inclusive and shall be determined from time to time. Holders of the office shall pay the local authority any fees or other monies (other than their inclusive salary) payable to or received by them by virtue of their office or in respect of services which they are required by or under any enactment to perform.

3. Residence

The holder of the post shall reside in the district in which his or her duties are to be performed or within a reasonable distance thereof and will be required to serve in the Local Authority's Offices or wherever assigned by the Local Authority.

Leitrim County Council reserves the right to, at any time, re-assign an employee to any Department now or in the future. Leitrim County Council reserves the right to, at any time, assign an employee to any premises in use by the Council now or in the future.

4. Probation

All contracts will be subject to a probationary period of 6 months, during which the performance of the successful applicant will be regularly evaluated. If during that period, the Local Authority is satisfied that the appointee is unlikely to prove suitable for final appointment, the appointment may be terminated by the giving of one month's notice on either side, or, in the event of misconduct or negligence, without notice

The probationary period may be extended at the discretion of the Chief Executive of Leitrim County Council

Employment may be terminated by either party during probation or at the end of the probationary period on one week's notice.

5. Working Hours:

The successful candidate's normal hours of work will be 35 hours per week. The role will require flexibility around working hours and evening and weekend work will arise in order to effectively deliver this programme. A system of 'Time in Lieu' will be in operation to reflect this. Overtime will not be paid.

The Council reserves the right to alter hours of work from time to time.

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.

6. Annual Leave

The annual leave entitlement for this post will be 30 days per annum. Annual leave year is aligned to the calendar year.

7. Superannuation

All new entrants to pensionable public service employment on or after 1 January 2013 will be members of the Single Public Service Pension Scheme.

All members of the Single Public Service Pension Scheme will be required to contribute 3.5% of net pensionable remuneration plus 3% of pensionable remuneration. Pension and retirement lump sums for member of the Single Public Service Pension Scheme will be based on career-average pay; pensions will be co-ordinated with the State Pension Contribution Scheme.

Persons who are pensionable under the Local Government (Superannuation) (Consolidation) Scheme 1998, and are liable to pay the Class A rate of PRSI contribution, will be required in respect of superannuation to contribute to the local authority at the rate of 1.5% of 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 dependant or qualified children). You will also 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 pensionable remuneration in accordance with the terms of the Scheme.

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 his/her superannuation to contribute to the local authority at the rate of 5% of pensionable remuneration. You may also be required to pay Spouses and Children/Widows and Orphans contributions at the rate of 1.5% of pensionable remuneration.

8. Retirement Age

The Single Public Service Pension Scheme ("Single Scheme") as provided by the Public Service Pensions (Single Scheme and Other Provisions) Act 2012 commenced with effect from 1st January 2013. The act introduced new retirement provisions for new entrants to the public service appointed on or after 1st January 2013, as well as to former public servants returning to the public service after a break of more than 26 weeks.

Retirement age will be in line with the age of eligibility for the State Pension Contributory (SPC). Compulsory Retirement Age will be 70.

There is no mandatory retirement age for “new entrants” to the public service as defined in the Public Service Superannuation (Miscellaneous Provisions) Act 2004.

Anyone who is “not a new entrant” to the public service, as defined in the Public Service Superannuation (Miscellaneous Provisions) Act 2004, had been subject to a compulsory retirement age of 65 years – the Public Service Superannuation (Age of Retirement) Act 2018 provides for an increase in the compulsory retirement age of most pre-2004 public servants from age 65 to age 70.

9. Pension Abatement

If an appointee has previously been employed in the Civil or Public Service and that appointee is entitled to, or in receipt of, a pension from the Civil or Public Service, or where a Civil/Public Service pension comes into payment during the appointee’s re-employment, that pension will be subject to abatement in accordance with Section 52 of the Public Service Pensions (Single Scheme and other Provisions) Act 2012.

Please note: In applying for this position, you are acknowledging that you understand that the abatement provisions, where relevant, will apply. It is not envisaged that the employing Department/Office/Body will support an application for an abatement waiver in respect of appointments to this position.

10. Driving License/Travel

Holders of the post may from time to time be required to travel in the course of their duties and for this purpose they shall possess the current unendorsed full driving license (Category B) 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. The post holder’s Insurance policy must cover such use and must indemnify Leitrim County Council.

Travel and subsistence expenses will be paid in accordance with nationally agreed rates applicable in the sector.

11. Garda Vetting

The successful candidate will be subject to the Garda Vetting Procedures in line with the provisions of the National Vetting Bureau (Children & Vulnerable Persons) Act 2012 to 2016 as appropriate in advance of appointment and on a periodic basis thereafter for the duration of their employment.

12. Outside Employment

The position is whole-time, and the employee may not engage in private practice or be connected with any outside business which would interfere with the performance of official duties.

13. Data Protection

Please note that the information received is used solely for the purpose of considering your application. Such information held is subject to the rights and obligations set out in the Data Protection Acts 1988, 2003 & 2018 and EU Regulation 2016/679.

SELECTION PROCESS

- (i) Selection shall be by means of a competition based on an interview conducted by or on behalf of the local authority.
- (ii) Leitrim County Council reserves the right to shortlist applications on the basis of information supplied on the application form, and only those shortlisted will be called for interview.
- (iii) Candidates called for interview will be assessed on the **competencies** for the post as set out above.

- (iv) A Panel may be formed on the basis of such interviews. Candidates whose names are on a panel and who satisfy the local authority that they possess the qualifications declared for the position and that they are otherwise suitable for appointment may, within the life of the panel, be appointed to this post. The life of the panel will not be more than one year from the date of formation of the panel.
- (v) The local authority shall require a person to whom an appointment is offered to take up such appointment within a period of not more than one month and if they fail to take up the appointment within such a period or longer period as the local authority in its absolute discretion may determine, the local authority shall not appoint them.

All applications must be made on the official Application Form which is available to download on Leitrim County Council's website www.leitrim.ie or alternatively, contact the Human Resources Department by emailing jobs@leitrimcoco.ie.

Completed Application Forms, inclusive of all required documentation, must be submitted in PDF Format as ONE Single Document (not individual scanned documents) via email.

Closing date for receipt of applications is 4:00 p.m. on Thursday 31st July 2025 via email to jobs@leitrimcoco.ie. Applications received after this date and time will not be considered.

Please quote 'Resettlement Support Worker Application' followed by your name in the subject line of the email.

Candidates will receive an automatic acknowledgement when they submit their application form to the above email. You should check your Spam/Junk Folders in the event that you do not receive this acknowledgement. The onus is on the candidate to ensure that their application has been received and acknowledged.

The responsibility rests with the applicant to ensure that their application form is **received** by the Human Resources Department of Leitrim County Council on time as outlined above. Candidates should ensure that they give themselves sufficient time to allow for any unforeseen circumstances which may arise, and which may impact on their application form not being **received** on time.

NOTES: 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 applicants favour any employee 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.

Leitrim County Council is an equal opportunities employer.