



**Inner City Organisations Network (ICON) is seeking to recruit a
Advocacy & Support Worker for the Safer Communities Initiative**

Main Functions

To deliver confidential, trauma-informed one-to-one advocacy, safety planning, and support to individuals and families experiencing drug-related intimidation (DRI) in the North East Inner City. The role includes case management, interagency liaison, community engagement, and contributing to data collection and policy insights.

Key Duties

- Provide direct, trauma-informed one-to-one support to individuals/families experiencing DRI.
- Conduct detailed initial assessments, including risk, safety, and needs assessment.
- Develop personalised safety plans and provide crisis support where needed.
- Advocate on behalf of service users with Garda Síochána (DRI Programme) and other relevant agencies.
- Support service users to access statutory and community supports, including welfare, health, housing, and legal services.
- Maintain high-quality, confidential, anonymised case notes through ICON's CRM system.
- Identify patterns and trends from frontline work to contribute to service mapping and policy recommendations.
- Attend and actively participate in interagency meetings, networks, and case conferences.
- Contribute to awareness-raising initiatives relating to DRI and community safety.
- Participate in regular supervision, reflective practice, and continuous professional development.
- Adhere to ICON's safeguarding, health & safety, and data protection policies at all times.

Additional Responsibilities

Contribute to monitoring and evaluation processes through feedback tools, case studies, and anonymous surveys.

- To engage with other groups and projects/networks as considered appropriate through discussions with the Co-ordinator.
- To contribute to the overall development of ICON as an organisation working to change the underlying causes of poverty and social exclusion.
- To contribute to ICON's research and lobbying function, particularly by identifying queries which have wider policy implications.
- To attend training sessions and staff meetings.
- To undertake other tasks which the Co-ordinator or Board of Management may assign from time to time.

Required Competencies

- Strong grounding in trauma-informed and person-centred practice.
- Demonstrated ability to engage sensitively with individuals experiencing fear, coercion, and high stress.
- Strong interpersonal and relationship-building skills, with the capacity to build trust.
- Ability to remain calm and make sound decisions in high-pressure situations.
- Understanding of safeguarding frameworks for adults and children

<ul style="list-style-type: none"> Ability to work independently and as part of a team.
<ul style="list-style-type: none"> Strong organisational skills and ability to manage complex caseloads.
<ul style="list-style-type: none"> High level of discretion and adherence to confidentiality.
Desirable Competencies
<ul style="list-style-type: none"> Experience supporting individuals impacted by criminal exploitation, drug-related intimidation, or community violence.
<ul style="list-style-type: none"> Knowledge of the north east inner city community.
<ul style="list-style-type: none"> Cultural competence and ability to work effectively with diverse communities.
<ul style="list-style-type: none"> Knowledge and understanding of community development
Qualifications & Experience
<ul style="list-style-type: none"> Recognised qualification in social care, community work, counselling, youth work, social sciences, or related fields.
<ul style="list-style-type: none"> Minimum 3 years' experience in frontline support roles.
<ul style="list-style-type: none"> Experience working with vulnerable individuals or families experiencing trauma, intimidation, or crisis.
<ul style="list-style-type: none"> Training in trauma-informed practice, safeguarding, or crisis intervention (or willingness to undertake training).

Note: This job description is not intended to be an exhaustive list of duties and responsibilities of the post, and the post holder may be requested to carry out other duties appropriate to the grade of the post. The post may change over time to meet organisational/personal requirements.

Salary	Available on request
Contract Length and Type	The position is until 31 st December 2027 with continuation subject to securing funding.
Hours	The position is for 19 hours per week (flexible). There will be some evening work with time given in lieu for any additional hours.
Location	22 Lower Buckingham Street, Dublin 1
Reference	Appointments are subject to receipt of a minimum of two satisfactory references.

To apply please submit the following:

- A cover letter and CV summarising your qualifications and relevant experience demonstrating how you meet the above requirements (including the names and contact details of two referees).

Please email the above to recruitment@iconnetwork.ie with *Safer Communities* in the subject line. The closing date for applications is 4pm on Friday 13th February. Applications will be acknowledged by email. Candidates will be short listed as part of the selection process and only short listed candidates will be invited to interview.

This project is funded by the Community Safety Fund from the Department of Justice, Home Affairs and Migration