

Job Description

Caseworker

Employer: Irish Council for Prisoners Overseas of the Irish Catholic Bishops' Conference

Job Title: ICPO Caseworker

Job Type: Full-time, permanent position (subject to six-month probationary period)

Location: Columba Centre, St Patrick's College, Maynooth, Co Kildare W23 P6D3

The Irish Council for Prisoners Overseas (ICPO) provides information, advice and support to Irish people in prison overseas and their families. The ICPO was established by the Irish Catholic Bishops' Conference in 1985, to respond to the significant challenges Irish people face in prison overseas. Presently, the ICPO has contact with over one thousand Irish people in prisons in more than thirty countries around the world.

1. Job Purpose

Reporting to the ICPO Coordinator, the primary role of the Caseworker will be to provide an advice, support and information service to Irish people in prison overseas and to undertake support work in relation to the families of Irish prisoners overseas.

2. Key Areas of Responsibility

- To take responsibility for a caseload of clients and liaise with other teams in service delivery in order to provide a comprehensive service to those incarcerated abroad;
- To identify and respond to the needs of Irish people in prison overseas and their families here in Ireland;
- To provide, by telephone, email and letter, information and advice about foreign legal and penal systems to Irish people in prison overseas and their families;
- To liaise with external agencies, including government agencies, embassy and consular personnel, probation services, legal and welfare groups, housing authorities, on behalf of clients;
- To undertake prison visits to Irish citizens imprisoned overseas as necessary;
- To become familiar with the legal and penal framework in various countries relevant to the caseload;
- To research and provide relevant information to clients on issues such as deportation, repatriation and transfer;
- To refer clients to specialist agencies as appropriate;
- To maintain a paper and electronic 'case file' to ensure notes of all correspondence, conversations and meetings are efficiently retained in accordance with data protection requirements;
- To maintain a filing system that incorporates a planned and managed file review;
- To enhance and develop the range of support services provided to client families;
- To advocate on behalf of client families with various administrative bodies;
- To provide general support to client families in respect of their loved one's imprisonment;
- To work closely with and report to the ICPO Coordinator and attend regular team meetings for guidance and support on case work;
- To maintain appropriate confidentiality at all times.

3. General Responsibilities

- To collaborate with members of ICPO Maynooth, ICPO London and the Irish Episcopal Council for Emigrants;
- To attend and participate in team meetings and other meetings as required;
- To participate in general office rota duties;
- To produce briefing papers and reports as directed;
- To occasionally attend meetings, conferences and seminars outside of office hours, for which time in lieu will be given;
- To undertake relevant training as necessary to enhance personal skills and professional development.
- The above list is not exhaustive, additional areas of responsibility will be added over time and flexibility to cover for other staff roles is required from time to time.

4. Special requirements for the position

- This role will involve some travel, both in Ireland and overseas, including to prisons overseas.
- A degree of flexibility is required to work outside of standard office hours, to meet the evolving needs of our services.
- The employer provides a hybrid working policy that allows for three days based in the office in Maynooth, Co. Kildare and two days working remotely per week.

5. Terms of Employment

This is a full-time position (35 hours per week). The successful candidate will be employed on a permanent basis, subject to ongoing funding, which will include a six month probationary period. Salary will be commensurate with experience.

The post holder will report directly to the ICPO Coordinator on all matters relating to their work.

6. Qualifications, Experience and Essential Skills

The successful candidate will have:

- A minimum of a primary degree in law, criminology, human rights or social work or a related field;
- A minimum of 3 years' experience working with marginalised groups;
- Proven ability to manage a high workload and prioritise tasks effectively;
- A proactive approach to problem-solving and adaptability in a dynamic work environment;
- Excellent written and verbal communication skills;
- Excellent IT skills and experience using Microsoft Office Suite, and client management databases such as Salesforce;
- Strong organisational and administrative skills to handle multiple responsibilities and meet deadlines;
- The capacity to work independently and as part of a collaborative team;
- Have strong interpersonal and the ability to build relationships with relevant stakeholders;
- Have a commitment to social justice and equality.