



JOB DESCRIPTION: KEY SUPPORT WORKER

Hours:	Full-Time, 39hrs per week
Reporting To:	Programmes and Services Manager
Direct Reports:	-
Supported By:	Reception Staff
Salary:	Between €38,000 and €42,00 pro rata per annum, depending on experience.
Location:	On-site 5 days per week, not eligible for remote work.
Term:	One-year specific-purpose contract, renewable, subject to performance and funding.
Apply By:	Submit a completed application form by email to vacancies@outhouse.ie by Noon, Thursday 12 March 2026

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Overview

Founded in 1997, Outhouse LGBTQ+ Centre is a vibrant and safe space for LGBTQ+ people, communities, and organisations that is inclusive of the diversity within our communities.

Outhouse is dedicated to supporting the people, spaces, and issues important to the LGBTQ+ communities.

Our vision is a future where LGBTQ+ people are safe, seen, and celebrated.

Our mission is to improve the quality of life for LGBTQ+ people by providing a safe space to find:

- **Connection** - discovering themselves, their people, place, and passions.
- **Community Support** - accessing information, programmes, and services.
- **Culture** - experiencing creativity, heritage, discovery, and fun.
- **Campaigns** - being part of a strong, credible, and trusted voice for LGBTQ+ communities.

In all our work, we are guided by the [values](#) of trust, respect, joy, inclusivity, and impact and grounded by our commitments to [equity](#) and [intersectionality](#).

Reporting to the Programmes and Services Manager, the Key Support Worker will join the support team at Outhouse LGBTQ+ Centre. This post offers opportunity to work directly with patrons through our 1:1 service, Community Casework. [Community Casework is a direct advocacy and support service that offers patrons of Outhouse LGBTQ+ Centre a place to gain support, build resilience, and achieve goals and growth through personal development.](#) The post holder will join the support team and achieve this through the implementation of an accessible, equitable, and person-centred social care work service as envisioned in Goal 2, 'Community Support: A safe, accessible space to provide information, support and services to our communities', of the organisations's [new strategic plan 2023 - 2028, Space for All](#).

Staff Benefits

Outhouse provides staff members various benefits and supports that increase the team's financial security, health, and well-being. Supporting staff to continue their professional development and maintain a healthy work-life balance is central to our way of working. Some of these discretionary benefits and supports include:

- Paid time off, including 23 holiday days, and following successful completion of probation, access to our discretionary sick leave, parental leave, and bereavement leave schemes.
- Educational Assistance Programmes (including paid study/ exam leave and an educational fund towards the cost of fees for study related to your role and responsibilities).
- An Employee Assistance Programme (EAP) covering you and your loved ones 24/7, 365 days per year.
- Family flexible working hours.
- Tax saver tickets and a cycle-to-work scheme.
- Staff coaching and mentoring programmes.
- Staff training and development opportunities.
- Staff wellness programmes.
- A matched 5% employer pension contribution to your PRSA, commencing on completing your probationary period.

Key Responsibilities and Duties

The Key Support Worker's primary duties and responsibilities will be to:

Professional / Clinical

- Support the team members in providing our information, referral, and signposting service, assessing the needs of all patrons, and acting as the escalation pathway for patrons who require an enhanced level of support.
- Manage and prioritise a caseload appropriate to the post. Providing brief interventions and casework to patrons in person, by phone, and by email as needed.
- To identify gaps, blocks, and barriers to progression for patrons and to problem solve in conjunction with other service providers and stakeholders to support the patron's health, wellbeing, and ability to access their rights and relevant services. At all times promoting independence, self-reliance, self-determination, and empowerment of patrons.
- Make it possible for patrons to advocate for their own needs or where appropriate, advocate on behalf of patrons.
- Where necessary, participate in case management and conferences with relevant agencies (voluntary and statutory) as part of integrated and shared care planning.
- Monitor and evaluate outcomes of person-centred goals for individual patrons on caseload.
- Incorporate social care work values and ethical principles in planning, developing, implementing, and reviewing interventions.
- Develop and sustain strong, positive relationships, networks, and referral pathways with key partners across the LGBTQ+, voluntary, and statutory sectors, working to ensure that patrons can access support concerning their needs.
- Supporting internal case management processes, including structured case reviews, risk oversight, documentation, and alignment of team responses to ensure safe and consistent practice.

Administrative and Practice

- Maintain a high documentation standard, including up-to-date and accurate patron files per established procedures and data protection laws.

- Assist in preparing high-quality funding returns and activity reports to various funders and internally for management reporting.
- Attend relevant meetings, events, conferences, and training to represent the organisation and as part of continuing professional development.
- Maintain standards of practice and levels of professional knowledge by participating in continuous professional development initiatives and attending courses as appropriate.

Note

This job description is not a definitive list of tasks; instead, it is designed to give an overview of the role. It is envisaged that the post-holder will use their own initiative and develop the role under guidance to achieve the organisation's aims. It should be noted that the organisation is dynamic and fast-paced and that it may be necessary to step beyond the areas outlined to support others from time to time.

Functional Competencies

Essential

- Degree in social care, social work or related discipline.
- Minimum of 4 years, post-qualification experience working with a wide range of vulnerable people in a key work/ social work/ support role
- Experience of evaluation to demonstrate impact
- Cultural competence concerning working with LGBTQ+ people
- Understanding of, and commitment to, diversity, human rights, and addressing inequalities
- Ability to lead internal case coordination for complex presentations, providing oversight, guiding team responses, and ensuring consistent, trauma-informed approaches across supports.

Desirable

- Experience of working with trans/queer communities
- Experience of working with International Protection Applicants/Refugees

Behavioural Competencies

Person-Centred

Demonstrates eagerness to understand patrons' needs. Views the patron as central to the delivery of everyday service through consistent understanding, tolerance, care, support and empathy while promoting empowerment, independence, and choice.

- Demonstrates an inclusive, caring, and empathetic attitude towards patrons.
- Treats all patrons with dignity and respect; develops rapport and understanding with patrons.
- Co-ordinates with other colleagues and LGBTQ+ service providers to ensure optimum service is provided to all patrons.
- Monitors the needs of patrons regularly and makes proposals for improvement.

Our Sector

Knows the sector in which Outhouse operates and the organisations, stakeholders and competitors that occupy the space; has a perspective on the "big picture" of the sector, including Outhouse's position within it.

- Thinks broadly around the main issues affecting the organisation, the LGBTQ+ sector, and the LGBTQ+ community.
- Has service-specific knowledge that can inform, advise, and guide team members and other stakeholders.
- Keeps up-to-date with current developments.

Communication and Interpersonal Skills

Speaks and writes clearly, fluently and effectively to both individuals and groups; communicates in a manner that will persuade, convince and influence others to motivate, inspire or encourage them to follow a particular course of action.

- Uses appropriate, clear, and concise language (written and verbal) to express complex matters in a manner that is easily understood.
- Appears and sounds confident, makes an immediate positive and professional impression.
- Effectively transfers thoughts, ideas, and opinions verbally to individuals or groups.
- Able to influence within the scope of the role - uses various methods to influence others, e.g., explains benefits and gives background information.
- Produces factual and concise written reports, minutes, and correspondence of high quality.

Resilience

Maintains personal confidence and is able to manage self and emotions in a flexible and adaptive manner when faced with adversity or challenging situations.

- Is prepared to deliver difficult messages professionally.
- Advocates for the well-being of others and facilitates others to overcome setbacks and maintain motivation.
- Is prepared to put forward and stand by decisions or conclusions that are informed by good evidence.

Building and Maintaining Relationships

Builds and maintains relationships with a network of people. Recognises the two-way nature of relationships and works to develop mutually beneficial partnerships. Interacts with others in a manner that builds respect and fosters trust.

- Is fair, respectful and approachable in dealing with colleagues.
- Recognises the concerns and perspectives of others.
- Provides assistance, information, and support to others to build a basis for future relationships.
- Addresses misunderstandings directly with others involved.
- Respectfully deals with a wide range of people.
- Takes time to get to know colleagues, build rapport and establish a common bond.
- Maintains confidentiality.
- Offers assistance to others where appropriate.

Continuous Development (self and others)

Recognises that continuous development is essential for success in any role, takes steps to develop self, and helps others to excel in what they do.

- Assesses own ability and knowledge relevant to role/team and works to improve these where appropriate, e.g., skills training, additional job experience.
- Consistently shares and applies lessons learnt, best practices and knowledge within the team.
- Makes positive comments regarding others' strengths and encourages others to see the opportunity for development where appropriate.

Technical and Professional Knowledge

Has command over the technical/ professional skills and knowledge required within the job holder's role and continues to upskill to maintain high professional standards and continuous professional development requirements.

- Supports and implements the development of technical and professional expertise within the team.
- Has strong expertise and technical knowledge in their professional field.
- Keeps up-to-date on current knowledge/ developments in one's technical and professional network.

Key Relationships

Internal	External
Programmes and Services Manager Reception Staff Volunteers	LGBTQ+ Community Members LGBTQ+ Organisations Other Voluntary Service Providers Statutory Organisations

Overview of Practical Arrangements

Hours and place of work

Full-time 35 hours per week, Monday – Friday. The nature of the organisation's operations requires flexibility in work hours and will require occasional weekend and morning work and some travel nationally.

Holidays

In addition to the usual public holidays, the annual leave for this position is 23 days per annum (pro rata).

The Protection & Safeguarding of Children and Vulnerable Adults

Outhouse has adopted a policy to protect and safeguard the welfare of clients. The post holder will be required to follow this policy at all times.

Confidentiality

Due to the nature of our work, the post holder will often be a party to highly confidential and personal matters – they must, therefore, be committed and able to maintain the very highest standards of confidentiality at all times.

Outhouse is an Equal Opportunities Employer

We are committed to an inclusive and diverse organisation. We do not discriminate based on race, ethnicity, colour, class, ancestry, national origin, religion, sex, sexual orientation, gender identity or expression, age, disability, anti-body status, marital status, membership of the Roma or travelling community, or any other legally protected status.

Data Protection and Privacy

The General Data Protection Regulation (GDPR) came into force on the 25th of May 2019, replacing the existing data protection framework under the EU Data Protection Directive. When you apply for a role with Outhouse, we create several paper and digital records in your name. Information submitted with a job/ volunteering application is used to process and assess your application. Where the services of a third party are used in processing your application, it may be required to provide them with information. However, all necessary precautions will be taken to ensure the security of your data. To access your data, please submit a request by email to privacy@outhouse.ie, ensuring that you describe the records you seek in the greatest possible detail to enable us to identify the relevant record(s).

Our [data protection policy](#) sets out information about a candidate's data held by Outhouse.

Shortlisting

The number of applications received for a position generally exceeds that required to fill the position. While a candidate may meet the competition's eligibility requirements, if the numbers applying for the post are such that it would not be practical to interview everyone, Outhouse may decide that a smaller number will be called to the next stage of the selection process.

In this respect, Outhouse provides for the use of a shortlisting process to select a group who, based on an examination of the application forms, appear to be the most suitable for the position. This is not to suggest that other candidates are necessarily unsuitable or incapable of undertaking the job, but rather that some candidates, based on their application, appear to be better qualified or have more relevant experience. An expert panel will examine the application forms against agreed shortlisting criteria based on the position's requirements. The shortlisting criteria may include both the essential and desirable criteria for the post. It is, therefore in your interest to provide a detailed and accurate account of your qualifications and experience.

Other Important Information

Outhouse will not be responsible for refunding any expenses incurred by candidates.

Should the person recommended for appointment decline or, having accepted it, relinquish it, or if an additional vacancy arises, we may, at our discretion, select and recommend another person for appointment on the results of this selection process. A panel may be formed from which future vacancies may be filled.

Once a candidate has accepted an offer of appointment, their name will be removed from the panel, and no future offers of appointment will be made.

Submitting an Application

Please submit a completed application form before the **deadline for application on Thursday, 12 March 2026 at noon.**

Applications should be submitted by email to vacancies@outhouse.ie

We will inform candidates who have been successfully shortlisted by close of business on 18th March. We regret that it is impossible to provide individualised feedback to applicants who have not been shortlisted for an interview. Please do not call or email seeking feedback. Feedback is available for all candidates who attend an interview.

Interviews are provisionally scheduled to occur on 31st March 2026 at Outhouse, 105 Capel Street, Dublin 1, D01 R290 ([map](#)); if you cannot attend the interview on this date, please state so clearly on your application form.

Candidates should note that canvassing will disqualify them.

Funding

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An Roinn Leanaí, Comhionannais,
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Department of Children, Equality,
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Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

