



# Professional Development Homeless/Housing Sector Information Pack

2011 -2013

Professional Development for:

- Key Workers /Case Managers  
*(Certificate in Homeless Prevention and Intervention)*
- Managers  
*(with supervisory responsibility for key working/case management process)*

Developed in partnership between the Homeless Agency Partnership, Dublin and School of Nursing, Dublin City University

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**Please note that all details in this Information Pack are correct at the time of going to print. During the course of the academic year personnel and policies may change, and it is important to be attentive in this regard.**

## Learning and Performance in the Homeless Services Sector

In April 2009, the Board of the Homeless Agency Partnership adopted Pathway to Home in response to recommendations set out in the Evaluation of Homeless Services, Review of Finance and Expenditure and Counted In 2008. The overall conclusions reached as a result of these three critical priority actions in 2008 showed that substantial systematic changes were required to achieve the 2010 Vision to end long term homelessness and the need to sleep rough.

Pathway to Home sets out the new model for the delivery of the range of services to people experiencing homelessness in Dublin and that resources need to be shifted away from providing temporary accommodation to long-term support housing solutions. The plan was endorsed and agreed by the Board of the Homeless Agency Partnership, which seeks the following;

- Reconfigure current homeless and housing support services into a Pathway model of provision.
- The prevention of homelessness.
- The provision of effective services in each of the four Dublin local authority areas.
- The provision of sufficient long term housing with appropriate supports as required.

Pathway to Home encompasses a set of agreed actions and decisions which will ensure continued alignment with the National Homeless Strategy, The Way Home, and achieve the vision of the Homeless Agency Partnership action plan *A Key to the Door 2007-2010*.

The modules contained in this document address the need to further enhance the skills of professionals working in the area of homelessness and housing. The key aim of this learning provision is to develop current professional responses into a Pathway to Home model of homeless and housing provision. The certificate programme and effective manager module have been designed to facilitate housing/homeless service professionals in developing key competencies, and incorporate key learning requirements for the sectoral roles .

The Certificate in Homeless Prevention and Intervention and the Effective Managers Module have been designed as an integral part of the professional development of homeless and housing service key workers/case managers and managers (with responsibility for the supervision of key workers/case managers). Each individual module is awarded 10 credits at level 8 on the National Framework of Qualifications. Key workers/case managers completing all three associated modules will be awarded the *Certificate in Homeless Prevention and Intervention* (30 Credits).

## Philosophy of Modules to Address Key Working and Effective Management within the Homeless and Housing Sector

### **The philosophy of these modules is based on:**

- *The Way Home: A Strategy to Address Adult Homelessness in Ireland (2008 - 2013)*
- *A Key to the Door; The Homeless Agency Partnership Action Plan on homelessness in Dublin (2007-2010).*
- *Pathway to Home: On Implementing the National Homeless Strategy, The Way Home, and on realising the 2010 Vision of the Homeless Agency's action plan, A Key to the Door.*
- Homeless Agency Partnership Care and Case Management Strategy (Including the Holistic Needs Assessment and Care Planning Process).
- *The Homeless Sector Competency Framework.*
- *Putting People First.*

### **This series of modules adopts the following principles:**

- The adoption of a care and case management approach in working with homeless service users.
- Involvement of service users in the development of services.
- The use of interagency protocols in ensuring effective interagency collaboration for people presenting with diverse needs.
- Ensuring that the housing and support needs of the person is addressed
- Ensuring access to mainstream training, education, employment and health services.
- Positive mental health promotion.
- The importance of addressing societal responses to homeless issues related to housing, addiction and health.

### **And the vision that:**

- Long-term homelessness and the need for people to sleep rough will be eliminated in Dublin.
- The risk of a person or family becoming homeless will be minimal due to effective preventative policies and services.
- Where it does occur, homelessness will be short-term and all people who are homeless will be assisted into appropriate housing and the realisation of their full potential and rights.

### **Based on the following strategic aims:**

- That initiatives are put in place to prevent people from becoming homeless
- That people who do experience homelessness are given high quality support to address their needs and to support them out of homelessness as soon as possible.
- That appropriate housing options are put in place for people moving out of homelessness, including whatever specialist or mainstream support services they need to maintain their housing.

### All learning encompass the following themes:

- Professional Development in the Homeless and Housing Sector in Dublin
- The use of the Holistic Needs Assessment and Support Plan as the common assessment tool
- Care and Case Management Strategy
- A pathway approach to service delivery
- Interagency Protocols

These themes are incorporated throughout the practical and theoretical components of the learning

### Aims and Objectives

The primary aim of the accredited learning is to equip professionals working in the area of homeless and housing service provision in developing their competencies and enhancing their expertise. To this end each module employs an approach that focuses on maximising the individual capacity to learn and develop. The learning outcomes have been designed to integrate a practical approach which ensures that the learning is transferable back to the workplace

- The **key worker/case manager** who successfully completes the Certificate in Homeless Prevention and Intervention at DCU will be able to deliver the highest standard of holistic needs assessment, support planning and case management of homeless individuals and families who present with diverse needs.
- The **manager** who successfully completes the Effective Managers module of study at DCU will be able to deliver the highest standard of management in supporting key workers/case managers who are actively engaged in the holistic needs assessment and support planning process.

### On completion, a graduate will:

- Have developed at both a personal and professional level so that s/he is recognised as a competent key worker /case manager or manager in the Homeless and Housing Sector.
- Obtain 10 credits per module at Level 8 on the National Framework of Qualifications. Students successfully completing all three key worker/case manager modules will be awarded the *Certificate in Homeless Prevention and Intervention* (30 Credits).
- Be committed to meaningful service user involvement at all levels of service development, delivery and evaluation.
- Be prepared to work effectively, creatively and efficiently with individuals and families experiencing homelessness.

- Embrace and enact a pathway based philosophy and practices for individuals and families in carrying out their roles.
- Have developed effective advocacy and self-advocacy strategies for service delivery in collaboration with intra-disciplinary and inter-disciplinary teamwork.
- Be able to integrate evidence-based practice and learning by critical engagement in professional, ethical, theoretical and policy debates in working with individuals and families who are homeless.
- Critically appraise research and research findings so that appropriate evidence is used as a basis for practice.
- Engage effectively with information technology in the pursuit of research/scholarly activities, the dissemination of findings and the support of the individual, her/his family and other homeless and housing service professionals.
- Critically engage in the delivery of responses to address homelessness within intra, multi and inter agency contexts.

### Organisational Requirements

#### **Organisations nominating key workers/case managers**

Organisations nominating key workers/case managers for places on the **three** modules are responsible to ensure that nominated students are:

- Suitably motivated and have the capacity to engage fully in the modules
- Actively engaged as key workers/case managers; having responsibility for the assessment /support planning and case management of individuals/families moving out of homelessness.
- Utilising the Holistic Needs Assessment and Support Plan; as the common assessment tool as part of their sectoral roles
- Supported via effective operational/managerial supervision in carrying out their roles
- Committed to interagency collaborative working
- Afforded adequate time to engage in key work/case management. This includes ensuring continuity in key working/case management of homeless individuals/families.
- Facilitated, via local arrangements to attend **all** days of the modules.: Note: key workers/case managers are required to complete **all three modules** beginning with Module 1 (Holistic Needs Assessment: Process and Practice)
- Aware of the commitment, both in time and resources to successfully complete all aspects of the modules. This includes face-to-face module lecture time, individual study and module assessments.

**Note: Organisations/managers** wishing to nominate key workers/case managers for places on the Certificate in Homeless Prevention and Intervention Programme who may have learning/literacy issues must ensure that potential learning issues are addressed and supported throughout the learning process in order to ensure that they do not block their effective progress and learning

#### **Organisations nominating managers:**

Organisations nominating managers for places on the manager module are responsible to ensure that nominated students are:

- Suitably motivated and have the capacity to engage fully in the module.
- Actively engaged as managers; having responsibility for the supervision of key workers/case managers who are actively engaged in the Holistic Needs Assessment/ Support Planning and Case Management of individuals/families moving out of homelessness.
- Supported via effective operational/managerial supervision in carrying out their roles
- Afforded adequate time to supervise key working/case management.
- Facilitated, via local arrangements to attend **all** days of the module.
- Made aware of the commitment, both in time and resources to successfully complete all aspects of the module. This includes face-to-face module lecture time, individual study and module assessments.

**Note: Organisations/managers** wishing to nominate managers for places on the Effective Managers Module who may have learning/literacy issues must ensure that potential learning issues are addressed and supported throughout the learning process in order to ensure that they do not block their effective progress and learning

### Student Requirements

#### **Students = Key workers/ case managers and managers**

All students undertaking the learning are required to:

- Be actively managing or key working/case managing with individuals/ families moving out of homelessness, utilising the Holistic Needs Assessment/ Support Plan and protocols as part of their roles.
- Demonstrate commitment and motivation to professional development and in particular, active participation in the full range of module requirements. This includes **full attendance** throughout the module/s, assessments and other requirements as required

**Note:** key workers/case managers are required to successfully complete **all three** associated accredited modules to obtain the Certificate in Homeless Prevention and Intervention.

### Study time: (key workers/case managers and managers)

1. Study time needs to be agreed with participating managers according to internal service policy before applications for involvement are submitted. key workers/case managers and managers (with supervisory responsibility for key workers/case managers) need to be made aware that this is dependent on internal policy and as such may differ between agencies.
2. Students will be required to attend for a **compulsory** orientation day (separate to the module days) in advance of the module/s. This will incorporate a full introduction to undertaking these modules and learning and support services at DCU. The Orientation Day date will be advertised at the time of application.
3. All students must fulfil all assignment requirements as an inherent part of successful module completion.
4. All key workers/ case managers and managers will have the time made available to participate on the relevant DCU accredited modules for their roles. The time

requirement includes one orientation day and six days (face-to-face class time) per module with a requirement that students devote additional time (see module descriptors) to facilitate individual learning, research and module assignments. Students are required to attend **all** days of the associated modules.

**For further details please refer to the following link on the Homeless Agency web site**

<http://www.homelessagency.ie/AccreditedTraining/>

## Module Applications

### Entry requirements

The aim of the accredited learning modules is to ensure that sectoral key workers/ case managers and managers are given the best opportunity to acquire skills which are in keeping with best practice and are recognised as part of their continuous professional development. This requires that candidates are active in their roles and have an educational foundation, which can be built upon. Dublin City University utilises strong adult learning principles. While a candidate's prior educational attainment shall not exempt them from selection, it is important that potential students are ready to engage fully in the learning. To this end, before nominating a key worker/case manager or manager to participate, organisations must ensure that the student has access and proficiency in the use of computers, including the use of internet and email (**note: all module assessments, resources and communication will be provided via a web platform (Moodle).**)

### Nomination

All workers seeking to be considered must be nominated by their organisation. This requires that their organisation/line manager completes the **on line** nomination form, which will accompany their application. Only applications that are accompanied by the nomination form will be considered.

### Supervision:

Services/organisations will agree to ensure that managers and key workers/case managers receive line management and that management of the assessment, support planning process and protocols will be covered either within the existing supervision system or that additional time will be allotted to cover issues that may arise in relation to service users. Service management and line management need to agree the most effective method. Suggested areas for exploration: 1) work load; 2) assessment and support planning progress; 3) issues arising out of process (including potential gaps and blocks); and 4) DCU module/s

### Who should apply?

- Applications are welcome from **all** suitable candidates. Please note that places are limited. As such priority will be given to those working within the homeless/housing sector. Student selection will be made based on the details provided in their application.

### How to Apply

An online application form can be accessed from on the Homeless Agency website at: <http://www.homelessagency.ie/AccreditedTraining/>

**Only applications made online via the homeless agency web site will be considered. This will include the completion of the online application form and nomination form. **MANUAL and/or EMAILED APPLICATIONS WILL NOT BE CONSIDERED.****

For full details of the application policies and process please see appendix 2

## Selection Process

1. On receipt of the completed on line application and nomination forms the Homeless Agency will forward a copy of the application along with a consent form (consenting to the release of details regarding attendance and results to the Homeless Agency by email to the applicant and their nominating manager).
2. Applicants are required to print out and sign the completed application and consent forms and return both to the Homeless Agency along with two passport photos, signed on the back. Alternately passport photos can be scanned into the application form in the section provided. Please note that photos must be of passport standard.
3. On receipt of the documents (signed application form, consent form and passport photos) a shortlisting process is initiated. Shortlisting is carried out based on the details included in the application form. **Please note:** Applicants must ensure that **all** sections of the application form have been sufficiently completed and that all details included are accurate and outline their suitability for consideration on the modules. Selection of candidates will be made based on the information provided in the on line application form.
4. Final selection of the students will take place via a selection panel (which includes representatives from DCU and the Homeless Agency).
5. As part of the shortlisting process applicants may be required to attend an interview. Successful applicants will receive a provisional offer for the respective module/s. **Please note that places on modules can only be confirmed on receipt of the associated module fees.**
6. Following confirmation of a place on the relevant module/s, the process will begin to register applicants as official students of DCU.

## Module Costs

For details of the student module costs please refer to the circulated details/communications from the Homeless Agency. Alternatively if you have any questions regarding the details regarding the modules please contact the Learning and Performance Officer at 7036103.

**In order to support students/organisations to access the learning the Homeless Agency have undertaken to provide a percentage of the student fees. (Advertised fees indicate the final cost to students/organisations- after reduction has been taken off)**

## Application timelines

Applications and nomination can be made for forthcoming modules via the Homeless Agency web site <http://www.homelessagency.ie/AccreditedTraining/>

**Closing date for receipt of application:** Please see the [web site](#) and/or communication documentation for details.

**NOTE: Only applications submitted via the Homeless Agency web site will be considered.**

## Appendix 1:

### Module details

The modules for sectoral key workers/case managers and managers (*with responsibility for the supervision of key workers/case managers*) are as follows:

<b>Target group</b>	<b>Module Titles</b>	<b>Credit at level 8 NFQ</b>
Key workers/case managers	Holistic Needs Assessment and Care Planning: process and practice	10
Key workers/case managers	Socio-economic contexts and needs of homeless people and families	10
Key workers/case managers	Health, illness and addiction in homelessness	10

**Certificate in Homeless Prevention and Intervention (30 Credits)**

Managers ( <i>with responsibility for the supervision of key workers/case managers</i> )	Effective management in homeless sector services	10
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### Module Awards:

10 credits at level 8 on the Framework of Qualifications will be awarded to students who successfully complete each of the associated modules. These awards are dependent on a student's successful completion of ***all*** associated module assessments/assignments (assessed based on continuous assessment).

## Module descriptors

### Modules for Key Workers/case managers

#### Module 1: Holistic Needs Assessment and Care Planning: Process and Practice

Module Code: TBC

School: Nursing

Module Coordinator: Briege Casey

Office Number: H212

Level: Level 8 (NFQ)

Credit Rating: 10

Pre-Requisite: Current work in services associated with The Homeless Agency

#### Module Aims:

This module aims to:

- Provide opportunities for students to develop knowledge and skills necessary to undertake effective assessment and care planning with homeless service users.
- Facilitate development of self awareness and therapeutic communication practice and enable students to identify and address issues and behaviours that might challenge effective assessment, care planning and care interventions.

#### Learning Outcomes:

Learners who successfully complete this module will be able to:

- Critically analyse the value and purpose of holistic needs assessment and care planning among people who are homeless and who have diverse needs
- Demonstrate knowledge and skills necessary to undertake assessment and care planning, including risk assessment and risk management, using frameworks appropriate to the homeless sector services.
- Display ability to establish positive and productive relationships with service users and intra-agency staff that contribute to effective assessment, care planning and care interventions
- Demonstrate an ability to plan goals and evaluate care based on presenting information and evidence and in collaboration with service users and other relevant individuals/groups
- Discuss and display competence in the use of motivational interviewing skills in assessment and care planning with people who are homeless
- Appreciate and discuss fundamentals and challenges to effective assessment, care planning and care interventions
  - on an intrapersonal level e.g. self awareness, reflective practice, boundary setting
  - on an interpersonal level e.g. service user engagement, practitioner competence/knowledge, presence of conflict/challenging behaviour
  - at a systems level e.g. quality, availability of and access to appropriate services and support

**Indicative Time Allowances:**

Lectures and seminars:	42 hrs (6 days)
Independent Learning Time:	108 hrs (including learning in practice)
Total:	150 hrs
<b>Assessment:</b> Continuous Assessment:	100 %

**Module 2: Socio-economic Contexts and Needs of Homeless People and Families****Module Code:** TBC**School:** Nursing**Module Coordinator:** To be advised**Level:** Level 8 (NFQ)**Credit Rating:** 10**Pre-Requisite:** Current work in services associated with The Homeless Agency**Module Aims:**

This module aims to:

- Enable students to develop awareness of the experience of homelessness and socio-economic issues for individuals and their families with particular reference to securing and maintaining accommodation, education and employment, adequate income and independent living skills.
- Facilitate the knowledge and competence necessary for students to undertake effective assessment and care planning with homeless people and families in relation to socio-economic needs and/or family functioning issues

**Learning Outcomes:**

Learners who successfully complete this module will be able to:

- Discuss the experience of homelessness with reference to its impact on adult, child and family mental, physical and social function and development

In relation to the socio-economic issues of:

- Current accommodation used by homeless people and possible accommodation options
- Current Education and Options for Further Education, Work and Training
- Income and Finance/Independent Living Skills

for individuals and families:

- Analyse key political and historical debates and contemporary thinking pertaining to each of these issues
- Convey understanding of national/ international contextual factors, including cultural diversity, that may contribute to difficulties in socio-economic functioning for homeless people/families
- Demonstrate knowledge of government policy and law pertaining to the needs of homeless adults, children and families
- Display competence in socio-economic assessment and collaborating with homeless people / families to address socio-economic issues and family functioning needs
- Demonstrate working knowledge of options and services available for homeless individuals and families that help them to secure and maintain accommodation, education training and employment, adequate income and independent living skills.

**Indicative Time Allowances:**

Lectures and seminars:	42 hrs (6 days)
Independent Learning Time:	108 hrs (including learning in practice)
Total:	150 hrs

**Assessment:** Continuous Assessment: 100 %

**Module 3: Health, Illness, Addiction and Homelessness**

**Module Code:** TBC

**School:** Nursing

**Module Coordinator:** To be advised

**Level:** Level 8 (NFQ)

**Credit Rating:** 10

**Pre-Requisite:** Current work in services associated with The Homeless Agency

**Module Aims:**

This module aims to:

- Enable students to acquire knowledge and skills necessary to undertake assessment and care planning with homeless service users who have health related physical, mental or behavioural problems.
- Facilitate development and adaptation of communication and intervention strategies required to address the health needs of homeless people and to work effectively in collaboration with health and welfare services.

**Learning Outcomes:**

Learners who successfully complete this module will be able to:

- Critically reflect on the relationship between homelessness, health, and behavioural problems (including criminal behaviours, mental ill health, addiction and substance misuse).
- Identify strategies to enhance the health and wellbeing of homeless persons, facilitate access to health services and enhance the capacity for people to safely manage their own health.
- Recognise the signs, symptoms and exacerbating factors associated with common health problems, addiction, mental distress and disorders and respond appropriately within boundaries of professional practice.
- Identify health related emergencies and risk to self and others and respond appropriately within boundaries of personal professional practice.
- Display ability to establish positive and productive relationships with service users who may exhibit difficulties with communication associated with mental ill health or distress
- Demonstrate a knowledge of the roles of general and specialist health services in addressing health problems and assist service users to access the most appropriate services

**Indicative Time Allowances:**

Lectures and seminars:	42 hrs (6 days)
Independent Learning Time:	108 hrs (including learning in practice)
Total:	150 hrs

## Module for Managers (With supervisory responsibility for Key Workers/case managers)

### Effective Management in Homeless Sector Services

**Module Code:** TBC

**School:** Nursing

**Module Coordinator:** To be advised

**Level:** Level 8 (NFQ)

**Credit Rating:** 10

**Pre-Requisite:** Current work in services associated with The Homeless Agency

**Module Aims:**

In relation to managers in homeless and housing services, this module aims to:

- Facilitate the development of knowledge and skills for effective management and leadership practice
- Provide opportunities for managers to develop proficiency in the operational supervision of key working staff who are involved in implementing Homeless Agency assessment and care planning protocols

**Learning Outcomes:**

Students who successfully complete this module will be able to:

- Critique styles of management and leadership (including personal style) and discuss their impact on organisational culture and performance.
- Analyse the strategic and socio-political contexts of organizations and undertake strategic/change management in relation to their own organization
- Discuss and show evidence of project management techniques used in their own practice including goal setting, working collaboratively intra and inter agency, risk and contingency planning, managing project resources and project communication structures.
- Demonstrate proficiency in the operational supervision of key working staff involved with Homeless Agency assessment and care planning protocols
- Discuss and implement approaches to performance management, decision-making, risk management and problem solving that involve flexible and creative practice.
- Positively engage in professional interpersonal communication with individuals and teams in a way that promotes productive work performance and respectful relationships.

**Indicative Time Allowances:**

Lectures and seminars:	42 hrs (6 days)
Independent Learning Time:	108 hrs (including learning in practice)
Total:	150 hrs

**Assessment:** Continuous Assessment: 100 %

## Application policies and practices:

### How to Apply for Modules

Application forms can be accessed from the Homeless Agency website at:

[www.homelessagency.ie/accredited-training.aspx](http://www.homelessagency.ie/accredited-training.aspx)

When an applicant completes their application form and submits it online on the Homeless Agency website, a copy of the form will be e-mailed to their manager to notify the manager that he/she must complete the nomination form online and submit to the Homeless Agency in order to complete the application process.

The applicant will receive an e-mail informing them that their application is pending and that their manager must complete the application process by submitting the nomination form in order for the application form to be processed.

**Please note if an applicant's manager does not submit the nomination form online; the application will be deemed INCOMPLETE and WILL NOT be processed.**

Once the nomination form is completed by the manager, both the manager and applicant will receive an e-mail notifying them that the application process is complete and the application will be assessed as part of the short-listing process (shortlisting is based on the information supplied in the application form) which may include an interview process. Applicants will be contacted in due course by the Learning and Performance Officer via e-mail in relation to the status of their application.

**Applications MUST be made online. E-mailed applications and/or posted application forms WILL NOT BE CONSIDERED.**

In order for your application to be processed all sections of the application form MUST be filled out, forms with missing information or filled out inaccurately will be returned by e-mail to the applicant.

**Please note all correspondence from the Homeless Agency regarding applications to applicants and their manager will take place via e-mail therefore a valid/active email address of both applicant and manager MUST be supplied. Applications received by the Homeless Agency with invalid e-mail addresses supplied will be deemed void.**

**Please note that it is the applicant's and manager's responsibility to provide accurate contact details and to check their e-mail account for correspondence/confirmation from the Homeless Agency.**

Once short-listing and interview processes (if required) have been completed, successful applicants will be notified via email of the provisional offer of a place on the module/s. An invoice will also be forwarded to the successful applicant and their manager. The **provisional offer** of the place will be held for a maximum of 2 weeks from dispatch of the invoice. **The place will be confirmed on receipt of module fees.** On receipt of payment an e-mail will be sent to the applicant confirming the applicants place on the module/s. This email will include

- the dates of the modules,

- other relevant information pertaining to study at DCU
- pre assessment form/s. **Please note:** the pre assessment form/s will be sent to both the student and their line manager (see 'Pre and post Module Assessment Process' below for further details)

All queries relating to module fees should be directed to the Finance Officer at 01 7036109 or e-mail [landpfinance@dublincity.ie](mailto:landpfinance@dublincity.ie)

**If in the unlikely event that you have not received any contact from the Homeless Agency regarding your application please contact the Learning and Performance Officer sufficiently in advance of the module commencement dates at 01 7036103 or e-mail [landpbookings@dublincity.ie](mailto:landpbookings@dublincity.ie)**

### **Payment Policy**

Please note that all provisional place offers will only be secured and confirmed upon receipt of full payment for the module/s. Payment is required within two weeks of receipt of invoice by post from the Homeless Agency Finance Officer. Payments **MUST** be made payable to Dublin City Council (Homeless Agency) by cheque, postal order or electronic fund transfer (EFT).

All cheques and postal orders must be forwarded for the attention of ***The Finance Officer, The Homeless Agency, Parkgate Hall, 6/9 Conyngham Road, Parkgate Street, Dublin 8.***

Should an organisation wish to arrange payment by EFT the Finance Officer can be contacted directly at 01 7036109 or e-mail [landpfinance@dublincity.ie](mailto:landpfinance@dublincity.ie)

Please note that once paid it is not possible to refund fees.

### **Pre and Post Module Assessment Process**

In order to ensure that all aspects of the modules are real, relevant and meet the needs of the homeless and housing sector all participants on the modules are required to complete a short pre and post module assessment. The pre assessment form will be e-mailed to applicants who have secured a place on the module/s. The post assessment form will be e-mailed on completion of each of the module/s. Please note that a copy of the pre and post module assessments will be forwarded to the students nominating line manager for completion. This will assist in ensuring that learning from the module has been real, relevant and transferrable back to the workplace.

### **Venue**

All modules will take place on campus in Dublin City University (DCU), Collins Avenue, Dublin 9.

## **Attendance**

Students are expected to attend for **all** components of the modules, further details regarding attendance will be provided in the student handbook which will be given to each student on successful application.

## Appendix 3:

### FREQUENTLY ASKED QUESTIONS

#### What does studying with DCU involve?

Below are some questions you may have about being a DCU student

1. Why participate in the module(s) for homeless and housing sector key workers/ case managers or managers?
2. How do we help you to succeed?
3. What are the entry requirements?
4. What costs are involved?
5. Does it matter in which order I take the modules?
6. Do I need a computer?
7. What supports are in place for students?
8. How am I assessed?
9. How much study time does it take?
10. Who awards the module(s)?

#### 1. Why participate in the module(s) for homeless and housing sector key workers/ case managers or managers?

If you are an active key worker/case manager or manager working within the homeless or housing sector and you are committed to improving your competence, skill and knowledge while gaining recognised credits for your learning, then these module(s) are for you.

The key worker/ case manager and manager module(s) have been specifically designed and developed with the needs of homeless and housing sector workers in mind and are built on the highlighted sectoral needs and integrating the holistic needs assessment and care planning processes as its core requirement.

#### 2. How do we help you to succeed?

We provide a flexible system of educational delivery and support; specifically tailored to help you to achieve competence in your role as a sectoral key worker/ case manager or manager (having supervisory responsibility for key workers/case managers). DCU is committed to working with you towards your success and to this end will facilitate your learning through lectures, small groupwork, online learning and one to one support where required.

Each module will have a module co-ordinator who can:

- assist you in developing your skills as an independent learner;
- help you understand the module content;
- assess your progress on the module, through assignments;
- provide you with feedback in the form of detailed written comments on your assignments; and
- help you with module-related problems

### 3. What are the entry requirements?

#### Selection criteria

While no previous qualifications are required for participation on the learning module(s) potential students must satisfy DCU that they have the motivation, experience, basic educational requirements to meet the challenges of the modules and proficiency and access to a PC and the internet.

Learning offered by DCU require a high level of competence in the English language. DCU's English language requirements for non-native speakers of English can be found at:

<http://www.dcu.ie/registry/english.shtml>

### 4. What costs are involved? When and how do I pay for the module?

Fees are payable for the modules to the Homeless Agency prior to confirmation of placement on module/s.

Payment is required within two weeks of receipt of invoice by post from the Homeless Agency Finance Officer. Payments **MUST** be made payable to **Dublin City Council** (Homeless Agency) by cheque, postal order or electronic fund transfer (EFT).

All cheques and postal orders must be forwarded for the attention of The Finance Officer, The Homeless Agency, Parkgate Hall, 6/9 Conyngham Road, Parkgate Street, Dublin 8. Should an organisation wish to arrange payment by EFT the Finance Officer can be contacted directly at 01 7036109 or e-mail [landpfinance@dublincity.ie](mailto:landpfinance@dublincity.ie)

While the module texts will be available through moodle, the DCU library, the Homeless Agency/Government websites, you should, however, budget for other incidental costs such as internet connection charges, printing etc. In cases where a student may need to repeat and assessment or module the participant is responsible for all costs incurred.

### 5. Does it matter in which order I take the key worker/case manager modules?

Students participating in the Certificate in Homeless Prevention and Intervention are required to complete all three required modules. Students must complete module 1 (Holistic Needs Assessment and Care Planning: process and practice) before embarking on module 2 (Socio and economic contexts and needs of homeless people and families) or module 3 (Health, illness, addiction and homelessness).

### 6. Do I need a computer?

Students need to have access and proficiency in the use of computers. This includes email and internet . DCU makes extensive use of e-mail for communication with students and uses the DCU website and the Moodle virtual learning environment to provide course materials, timetables, course assignments and other documentation. Students can also access tutor details, assessment and examination results online. Regular access to a computer is, therefore, **essential**.

It is recommended that you have your own PC to be able to engage with the learning experience at your own convenience. You can also have access to computers, internet and printing facilities in both the library on DCU campus and in the purpose built computer labs in

the School of Nursing where your modules will be delivered. Access to PC's/internet can also be obtained through local public libraries.

## 7. What supports are in place for students?

### **Classroom Support**

Classroom/face to face instruction is intended to provide an opportunity for group discussion and amplification of issues in the module manuals, textbooks or assignments. To ensure that classroom sessions are lively and stimulating, participants are expected to prepare in advance either by reading relevant material, if appropriate, or by considering work related topics/scenarios that they would like to have included in the session.

### **Online Support**

Online tutorial support replicates the classroom experience and takes a number of forms. In all forms, students are registered in an online learning environment. (DCU currently uses Moodle.) In this environment, students can communicate with their module co-ordinator and with the other students in their group in online group discussion forums. Module Co-ordinators may recommend appropriate online (and offline) resources. They may also suggest discussion items or online exercises. Students may also communicate with module co-ordinators via email, telephone and one to one meetings. Full orientation and ongoing support with using online facilities will be provided

### **Student Advisory Service**

DCU has developed a range of support systems to accommodate the personal, social and learning needs of students. While module co-ordinators can assist with module related queries, students can also access Student Welfare Services, which comprises; Student Health and Counselling Services, Student Disability Service, Students Union. There are also a range of student clubs and societies open for new members. Further details and contact information will be provided in the student handbook

### **Library**

You will have access to the DCU Library. It is worth noting that you may browse or search library catalogues online.

Increasing use is being made of online journal databases, which provide registered students with off-campus access to the full text of academic journal articles. Full orientation and ongoing support in the use of these resources will be provided

## 8. How am I assessed?

Assessment of academic performance is through continuous assignment work.

- **Assignments**

In general, participants are required to complete one or more assignments for each study module. The role of assignments is primarily to develop learning skills and to provide evidence of your learning on the module. Assignments may take a number of forms such as projects, case studies, portfolio, reflection on your practice or an aspect of your role, presentations and role plays. Further details and support regarding assessment will be provided by each module co-ordinator when you commence the modules

### **9. How much study time does it take?**

The amount of time required to complete module requirements will vary from person to person. The most common difficulty experienced by our students relates not to the course content itself, but to the difficulty of fitting study time into a crowded schedule. Ask yourself 'How much time do I have available each week, after I take into account working, housework, family, and social activities'?

It is envisaged that students will need to commit to spending a few hours each week to both research and carrying out module assignments.

### **10. Who awards the module?**

All credits are awarded via **Dublin City University**. The credits for the Effective Managers Module are awarded through the School of Nursing, Dublin City University. Each module carry 10 credits at level 8 on the National Framework of Qualifications.

## Appendix 4:

### Dublin City University Map and location details

#### Where in Dublin is DCU located?

### Public Transport

DCU is serviced by the following buses which stop outside the University at the Ballymun Road and Collins Ave entrances or near to the university with stops on the Swords Road and Glasnevin Avenue.

Routes servicing DCU include: 3, 4, 11, 11A, 11B, 13, 13A, 16, 16A, 17A, 19A, 33, 41, 41B, 41C, 46X, 103, 104 and 105.

### Bus numbers:

- 3, 4, 11, 11A, 11B, 13, 13A, 16 and 19A – to and from city centre
- 17A – from Kilbarrack to Finglas via Glasnevin Avenue
- 103 to and from Clontarf Dart Station via Collins Ave
- 105 – to and from Malahide via Collins Ave (operates during semester time only)
- 33 – to and from Balbriggan via Swords Road
- 41, 41B and 41C – to and from Swords via Swords Road
- 104 – from Clontarf Dart station to Cappagh Hospital via Swords Road
- 16A – from lower Rathfarnham to Dublin airport via Swords Road
- 46X comes from Dun Laoghaire (7.30am) via Donnybrook, Leeson Street and Drumcondra.

The following buses stop on O'Connell Street: 3, 4, 11, 11A, 11B, 13, 13A, 16, 16A and 19A.

### Bus Eireann

Bus Eireann provides a service from Navan – Ratoath – Dunshaughlin – Dublin Airport – DCU.

Details on the 109A bus route are available from the [Bus Eireann website: www.buseireann.ie](http://www.buseireann.ie)

[Launch of new Bus Eireann service – Navan – Ratoath – Dunshaughlin – Dublin Airport - DCU : News Story](#)

- 100X – Dundalk, Drogheda, Dublin via the Swords Road
- 101 – Drogheda, Balbriggan, Dublin via the Swords Road

### DART

The terminus of the 17A bus is at Howth Junction Dart Station. The 103 and 104 buses operate via Clontarf Dart Station

### Drumcondra Train Station

Maynooth Station to Drumcondra Station via Leixlip, Castleknock, Coolmine and Ashtown areas

From Drumcondra train station, you can take the following buses to DCU: 3, 11, 11A, 11B, 16, 16A, 33, 41, 41B, 41C

### By Car

#### M50 Northbound

Proceed along the M1 until you come to the roundabout that intersects with the M50 (Junction 3). Proceed southbound along the M50 and take the Ballymun exit (Junction 4). At the traffic lights on the roundabout, turn

left and drive through Ballymun. Turn left at the Collins Avenue/Ballymun Road crossroads. DCU is located on Collins Avenue 500m on the right hand side.

## M50 Southbound

Drive through the Westlink toll bridge and continue along the M50 until the Ballymun exit (Junction 4). At the traffic lights on the roundabout, take the third exit and drive through Ballymun. Follow the directions for DCU as outlined above.

## From city centre

Follow the airport road which takes you through Drumcondra along the N1, towards the M1. Continue past the junction for Griffith Avenue until you reach the junction at Whitehall. At this crossroads turn left onto Collins Avenue. DCU is 500m on the left hand side.

