



**DUN LAOGHAIRE RATHDOWN COUNTY COUNCIL**

**Chomhairle Chontae Dhún Laoghaire – Rath An Dúin**

**CANDIDATE INFORMATION BOOKLET**

**HOUSING WELFARE OFFICER/OIFIGEACH LEASA TITHÍOCHTA**  
**COMPETITION I.D. 011868**

**COMPLETED APPLICATIONS MUST BE EMAILED TO [CAREERS@DLRCOCO.IE](mailto:CAREERS@DLRCOCO.IE)**  
**BY THE CLOSING DATE 12 NOON ON 11th SEPTEMBER 2025**

**DÚN LAOGHAIRE - RATHDOWN COUNTY COUNCIL**

**Comhairle Contae Dhún Laoghaire-Rath an Dúin**  
**HOUSING WELFARE OFFICER/ OIFIGEACH LEASA TITHÍOCHTA**  
**COMPETITION NO: 011868**

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| <b>QUALIFICATIONS</b> |
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**1. CHARACTER:**

Candidates shall be of good character.

**2. HEALTH:**

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

For the purpose of satisfying the requirement as to health it will be necessary for each successful candidate, before they are appointed, to undergo at their expense a medical examination by a qualified medical practitioner to be nominated by the Local Authority. On taking up employment, the expense of the medical examination will be refunded to the candidate.

**3. EDUCATION, TRAINING, EXPERIENCE ETC:**

Each candidate must on the latest date for receipt of applications:

- i. possess a recognised professional Social Work and/or Social Care qualification, the National Qualification in Social Work or Certificate in Qualification in Social Work or a recognised qualification in Social Care (level 8).

**AND**

- ii. satisfactory experience in social work/social care that will in the opinion of the local authority enable them to discharge the duties of the office.

In the context of key duties and responsibilities for the post of Housing Welfare Officer, the ideal candidate will demonstrate the following knowledge, skills, experience and competencies:

**The ideal candidate will:**

- Have relevant administrative and work experience at a sufficiently high level;
- Have a career record that demonstrates an ability to work in a team to ensure delivery of complex work programme;
- Ensure strong governance and ethical standards are set and maintained;
- Have the ability to motivate, empower and encourage staff under their control to achieve maximum performance by supporting the current Performance Management and Development System (PMDS) where applicable;
- Have proven management analysis, report writing and presentation skills;
- Have effective financial and resource management skills;
- Have knowledge and experience of operating ICT systems.
- Possess a current unendorsed full driving licence category B
- Be capable of representing the Council in a professional and credible manner with all stakeholders;
- Have an ability to work under pressure to tight deadlines in the delivery of key operational objectives;

## HOUSING WELFARE OFFICER COMPETENCY FRAMEWORK

Candidates will be expected to **demonstrate sufficient evidence of such competencies within their application form and at interview**. Any short-listing or interview processes will be based on the information provided by candidates on their application form:

The key competencies for the role are as follows:

| COMPETENCY                     | BEHAVIOURS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|--------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Delivering Results             | <ul style="list-style-type: none"> <li>• Translates the business or team plan into clear priorities and actions for their area of responsibility.</li> <li>• Plans work and allocation of staff and other resources effectively.</li> <li>• Implements high quality service and customer care standards.</li> <li>• Makes decisions in a timely and well informed manner.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Performance through People     | <ul style="list-style-type: none"> <li>• Demonstrates a good understanding of the components of the job.</li> <li>• Leads and develops the team to achieve corporate objectives.</li> <li>• Effectively manages performance.</li> <li>• Managing Conflict</li> <li>• Ability to work in a team to deliver programmes and projects and to work to strict deadlines.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Communicating Effectively      | <ul style="list-style-type: none"> <li>• Has effective written and verbal skills.</li> <li>• Demonstrates good interpersonal skills.</li> <li>• Ability to establish the necessary communication processes to develop team spirit, trust and motivation.</li> <li>• Effective interpersonal, presentation and communications skills</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Personal Effectiveness         | <ul style="list-style-type: none"> <li>• Takes initiative and is open to taking on new challenges or responsibilities</li> <li>• Manages time and workload effectively</li> <li>• Maintains a positive and constructive and enthusiastic attitude to their role</li> <li>• Commitment to integrity &amp; good public service values</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Understanding Purpose & Change | <ul style="list-style-type: none"> <li>• Has knowledge and understanding of local authority functions and structures.</li> <li>• Understands key challenges facing the local authority sector and Dun Laoghaire Rathdown Council.</li> <li>• Understands the role of the Housing Welfare Officer.</li> <li>• Have an awareness of relevant legislation and regulations in the area of Health and Safety and in data governance, their implications for the organisation, the employee and their application in the workplace</li> <li>• An understanding of the representational role of the elected members and the need to work with them to deliver quality services and implement policy decisions;</li> <li>• Understanding of the changing operating environment in the Council and be capable of leading change in order to deliver quality services to our citizens;</li> </ul> |

**DÚN LAOGHAIRE - RATHDOWN COUNTY COUNCIL**  
**Comhairle Contae Dhún Laoghaire-Rath an Dúin**

**HOUSING WELFARE OFFICER/ OIFIGEACH LEASA TITHÍOCHTA**  
**(COMPETITION NO: 011868)**

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| <b>JOB SPECIFICATION</b> |
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1. The office is wholetime, permanent and pensionable.

**2. SALARY:**

**€43,817, €46,699, €48,066, €50,169, €52,404, €54,690, €57,010, €59,371, €61,749, €63,521, €65,318 (LSI 1) €66,578 (LSI 2) (Rates at 01/08/2025)**

**In accordance with Departmental Circular letter EL 02/2011, a person who is not a serving local authority employee on or after 1<sup>st</sup> January 2011, will enter the scale for the position at the minimum point.**

Entry point to this scale will be determined in accordance with Circulars issued by the Department of the Environment, Community and Local Government.

The salary shall be fully inclusive and shall be determined from time to time. Holders of the office shall pay to 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. SUPERANNUATION CONTRIBUTIONS**

Persons who become pensionable officers of a Local Authority who are liable to pay the Class A rate of PRSI contribution will be required in respect of their superannuation to contribute to the Local Authority at the rate of 1.5% of their 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).

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 their superannuation to contribute to the Local Authority at the rate of 5% of their pensionable remuneration.

All persons who become pensionable officers of a Local Authority will be required in respect of the Spouses and Children's Contributory Pension Scheme to contribute to the Local Authority at the rate of 1.5% of their pensionable remuneration in accordance with the terms of the scheme.

**RETIREMENT:**

New Entrants recruited to the Public Service on or after 1 January 2013

Pensionable public servants (new joiners) recruited to the Public Service for the first time on or after 1 January 2013 (the commencement date of the Single Scheme) will be members of the Public Service Pensions (Single Scheme and Other Provisions) Act 2012.

**Pension age**

Minimum pension age is linked to the State Pension age which is currently 66 but may be subject to change.

**Compulsory retirement age**

Scheme members must retire at the age of 70.

In all other cases, staff recruited on or after 1 January 2013 who were employed in the Public Service on 31 December 2012 or within a period prior to 31 December 2012 not exceeding 26 weeks will retain their existing pension scheme terms and conditions.

In certain circumstances, e.g. where the public servant was on secondment or approved leave or remains on the same contract of employment, the 26-week rule does not apply.

#### Incentivised Scheme for Early Retirement (ISER)

It is a condition of the Incentivised Scheme for Early Retirement (ISER) as set out in Department Finance Circular 12/09 that retirees, under that Scheme, are debarred from applying for another position in the same employment or the same sector. Therefore, such retirees may not apply for this position.

#### **4. DUTIES:**

The duties of this position will focus on the facilitation, implementation and promotion of the policies and objectives of the Council's Housing Department. This will involve liaising with all Sections within the Department on issues relating to the welfare of our tenants and the management of their tenancies

##### **The duties include (but are not limited to):**

- Assist in the development and implementation of housing policy documents as required.
- Preparing and disseminating of relevant literature and information.
- Represent the Housing Department and dlr County Council at meetings and on relevant interagency forums
- Provision of advice and assistance to individual tenants with difficulties such as financial, family and personal problems.
- Liaise with other agencies, voluntary and statutory as appropriate.
- Where necessary to offer an ongoing casework service to individuals or families, including attending case conferences.
- Designated responsibility for Child Protection/Safeguarding Council in accordance with the Children First National Guidelines 2011.
- Designated Sex Offenders Liaison Officer (SOLO)
- Manage referrals from other sections in relation to tenants
- Advise and report in relation to transfer of tenants.
- To engage with housing applicants and tenants where required
- Liaising with outside agencies, voluntary and statutory as appropriate.
- Support various sections of the Council to co-ordinate the delivery of services, such as Maintenance, Tenancy Management, Medical, Rents in addition to Community Development, where required.
- Co-ordinate the Tenancy Sustainment Service
- Keep necessary records and compile relevant statistics
- To submit reports to the appropriate officer on general matters as necessary, including reports on applications in connection with (i) tenancies, (ii) home and family assistance, and (iii) grants, including grants for disabled persons etc
- Undergoing training as and when required.
- Attend Court proceedings as witness on behalf of **DLR** Local Authority.
- Carry out other duties or responsibilities including general welfare activities which may be assigned by the Council from time to time.

The above specification is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to them from time to time and to contribute to the development of the post while in office.

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

- a. Such other local authorities or bodies, for which the Chief Executive, 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 direction and supervision of the appropriate professional officer, such planning services of an advisory, administrative, supervisory or executive nature as may be required by any Local Authority or body hereinbefore mentioned in the exercise and performance of any of its powers, functions and duties including the duty of assisting the Director of Services or other authorised officer, as appropriate, in the supervision of the planning and cognate services of any of the foregoing local authorities or bodies and, when required to do so, to perform the duty of acting for the appropriate professional officer of higher rank during the absence of such officer of higher rank.

**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 Council**

## **5. HOURS OF WORK**

The duties of the office will involve such activities outside normal working hours of 35 hours per week involving evening and weekend attendance where necessary. Additional remuneration will not be payable in respect of evening or weekend in respect of extra hours worked. **Time in lieu will be given for out of hours work on a time for time basis**

## **6. ANNUAL LEAVE**

Annual leave entitlement for the position of Housing Welfare Officer is **30** days per annum in accordance with Department of Environment, Community and Local Government Circular LG(P) 07/2011.

## **7. PROBATION:**

When a person is not already a permanent officer of a Local Authority in Ireland and is appointed to a permanent office the following provisions shall apply, that is to say

- a) There shall be a period after such appointment takes effect during which such person shall hold office on probation;
- b) Such period shall be one year.
- c) Such person shall cease to hold such office at the end of the period of probation unless, during such period, the Chief Executive has certified that the service of such person in such office is satisfactory.

## **8. LOCATION & RESIDENCE**

Holders of the office shall reside in the district in which their duties are to be performed or within a reasonable distance thereof. Dun Laoghaire-Rathdown County Council reserves the right to assign Employees to any premises in use by the Council, now or in the future subject to reasonable notice.

## **9. RECRUITMENT:**

Pursuant to article 8 of the Local Government (Appointment of Officers) Regulation, 1974, the Minister has given directions as follows:

- i. Selection of candidates for appointment shall be by means of a competition based on an interview conducted by or behalf of the Local Authority. The interview will be competency based and marks will be awarded under the competency skill sets identified for the position of Housing Welfare Officer as outlined above. Candidates will also be required to demonstrate knowledge of the key duties and responsibilities for this role. Please note that the interview may be held in person or on online.
- ii. DLRCC reserves its right to shortlist candidates, in the manner it deems most appropriate, to proceed to the interview stage of the competition. Following receipt of all applications, job applicants may be shortlisted for assessment based on the extent to which they meet the criteria from the job description and / or where it would not be practical to interview all applicants. Aptitude Testing may in some circumstances be used to facilitate the shortlisting process. If required, the testing will be performed through a 3rd party provider and submission of an application for employment is regarded as consent to share your information for the purposes of short-listing and recruitment. Your information will be provided for the sole purpose of shortlisting suitable candidates and for no other purpose. Dún Laoghaire-Rathdown County Council will ensure any 3rd party fully complies with GDPR and Data Protection legislation. **It is therefore in your own interest to provide a detailed and accurate account of your relevant qualifications/ experience on the application form and also to demonstrate sufficient evidence of the competencies required for this position under each competency heading which are detailed above.** Short-listing does not suggest that candidates are

necessarily unsuitable or incapable of undertaking the job, rather that there are some candidates, who based on their application, appear to be better qualified and/or have more relevant experience. Short-listing may take the form of Desk-top Short-listing, Aptitude Test and/or Preliminary Interview or combinations thereof.

- iii. If a candidate wishes to appeal either a short-listing or interview board decision, they must do so within **five** working days of being notified of this decision. The appeal must clearly state the grounds of appeal which must be emailed to The Appeals Officer [recruitment@dlrcoco.ie](mailto:recruitment@dlrcoco.ie), the HR Department will evaluate the grounds of the appeal. If grounds for an appeal are not upheld, HR Management will notify the candidate in writing of this outcome and no further action will be taken. If the grounds upon which the appeal is made are upheld, the HR Department will notify the candidate of this outcome and corrective action will be taken. The decision of the HR Department on the appeal is final.
- iv. Panels may be formed on the basis of such interviews. Candidates whose names are on a panel and who satisfy the Local Authority that they are otherwise suitable for appointment may within the life of the panel be appointed as appropriate vacancies arise. The life of the panel will not be more than one year reckoned from the date of the formation of the panel unless extended.
- v. The Local Authority shall require persons to whom appointments are offered to take up such appointments within a period of not more than one month and if they fail to take up the appointments within such period or such longer period as the Local Authority in its absolute discretion may determine, the Local Authority shall not appoint them.
- vi. An applicant who withdraws their application at any stage of the competition will not be permitted to re-enter the competition at a later stage.

#### **ADDITIONAL RELEVANT INFORMATION FOR APPLICANTS**

- The National Vetting Bureau (Children and Vulnerable Persons) Act 2012 to 2016 came into effect on 29<sup>th</sup> April 2016. The Act places a statutory obligation on DLRCC to ensure that ‘any work or activity which is carried out by a person, a necessary and regular part of which consists mainly of a person having access to or contact with children or vulnerable persons will be subject of Garda Vetting’.
- Subject to the provisions of the Freedom of Information Act 2014, applications will be treated in strict confidence.
- It is important to remember that this is a competitive process for a role where integrity is paramount. Sharing information on the selection / interview process e.g. through social media or any other means, may result in a candidate being disqualified from the competition.
- DLRCC does not allow the unsanctioned use of any type of recording equipment on its premises. This applies to any form of sound recording and any type of still picture or video recording, whether including sound recording or not, and covers any type of device used for these purposes.
- An applicant who is found to be ineligible at any stage of the competition will not be further considered. Provision of inaccurate, untrue or misleading information will lead to disqualification from the competition, withdrawal of employment offer or dismissal.
- A candidate who does not attend for interview when and where required by the Council, or who does not, when requested, furnish such evidence as Dún Laoghaire-Rathdown County Council require in regard to any matter relevant to their candidature, will no longer be considered for selection.
- All non-EU/EEA citizens must hold a valid work permit prior to and for the duration of their contract. The work permit must allow you to work full time for Dún Laoghaire Rathdown County Council. It is the responsibility of individual employees to ensure that you have a valid work permit. If at any stage during your contract you cease to hold a valid work permit you must immediately advise Dún Laoghaire-Rathdown County Council and your employment will cease with immediate effect.
- In the event of an offer of employment each candidate be required to provided evidence that they meet all the criteria as set out above and on receipt of satisfactory references.

Completed applications on the official form should be e-mailed to [careers@dlrcoco.ie](mailto:careers@dlrcoco.ie) no later than 12 noon on **Thursday 11<sup>th</sup> September 2025** Applications received after the closing time and date will not be accepted.

**Note Re Canvassing:**

Any attempt by a candidate themselves, or by any person(s) acting at their instigation, directly or indirectly by means or written communication or otherwise, to canvas or otherwise influence in the candidate's favour, any member of the staff of the County Council, or person nominated by the County Council to interview or examine applicants will automatically disqualify the candidate for the position they are seeking.

**Dún Laoghaire-Rathdown County Council is committed to a policy of equal opportunity and encourages applications under all nine grounds of the Employment Equality Act.**