



Comhairle Cathrach Chorcaí
Cork City Council

Job Specification

Social Outreach Development Worker (Grade IV)

**12-Month Fixed Term Contract
(4-Day Working Week)
Cork City Council**

Closing Date:

4pm, Friday 17th July 2026

To be read in conjunction with

[Our Candidate Information Booklet](#)

Social Outreach Development Worker – Grade IV
[12 Month Fixed-Term Contract, 4 Day Working Week]

BACKGROUND

Located on Ireland's scenic south coast, Cork City is the country's second-largest urban centre and home to over 224,000 people. Since the 2019 boundary extension, Cork has entered a new phase of ambitious growth and development, with its population projected to reach 335,000 by 2040. Backed by over €2.5 billion in investment, this expansion is focused on sustainable, infrastructure-led growth-enhancing housing, transport, public amenities and cultural services across the city.

Cork City Council is a large urban local authority with 1,675 employees operating across more than 40 locations. The Council is made up of 31 elected members who represent five wards across the city and play a vital role in shaping local policy, decision-making and strategic priorities. The Council has an annual revenue budget of approximately €362 million for 2026 and delivers a broad range of public services including housing, planning, transport, libraries, parks and recreation, community development, culture and placemaking. Internal services include Finance, ICT, Human Resources, Legal Affairs, and Corporate Affairs.

Our work is guided by the Corporate Plan 2024 – 2029, which sets out a clear vision and values for Cork's future – placing sustainability, innovation, service excellence, and community wellbeing at the heart of everything we do. Cork's international recognition as a UNESCO Learning City, a WHO Healthy City and one of the EU's Climate-Neutral and Smart Cities reflects the city's ambition and global outlook.

Cork City Council is committed to delivering high-quality public services by working collaboratively with strategic partners, businesses, communities and neighbourhoods. Together, we are shaping a city that continues to thrive as a vibrant place to live, study, visit, and work.

We are now seeking applications from individuals who are passionate about public service and eager to contribute to Cork's ongoing transformation. If you bring relevant experience, a commitment to service excellence, and a forward-thinking approach to innovation and customer focus – we want to hear from you. Our people are committed to our values of public service, integrity, respect, a people centred approach, responsibility, and ambition. The successful candidate will have the opportunity to play a meaningful role in shaping the city's future, driving impact and supporting Cork's continued growth and success.

The Corporate Plan can be viewed here: [Cork City Council Corporate Plan 2024–2029](#)

Vision, Mission, & Values

Our Vision

Make Cork City Better

Our Values

Public Service

Provide high quality services and address peoples' needs in a manner that is both inclusive and equitable.



Integrity

We act honestly, openly and fairly in all our dealings.



Respect

We treat all people with respect



People Centred

We engage with people in a fair, courteous and timely manner. We strive for continuous improvement.



Responsible

We are accountable and transparent and act responsibly in our dealings and decision making.



Ambitious

We work to attract investment to the City



Our Mission

People – A City of Welcomes where a Public Service ethos is at the core of how we do business.

Place – An Ambitious, Vibrant, and Sustainable City ready for the future while continuing to deliver high quality services every day.

Prosperity – A Vibrant City of Neighbourhoods, Communities and Businesses working together to deliver on our economic and cultural potential.



THE ROLE

The Outreach Worker will be based within the community and will form part of the wider Community Team within Cork City Council. The role will involve working collaboratively with local communities to support engagement, build relationships, develop community-based work programmes and assist in the establishment of residents' groups within new housing estates delivered through the regeneration programme.

The ideal candidate will be an experienced community worker with a strong background in community development work, including demonstrable experience of working with marginalised communities. They will have excellent interpersonal, leadership, and team-working skills.

The successful candidate will be passionate about supporting individuals and communities to reach their full potential and will be motivated by the opportunity to contribute positively to community development and regeneration initiatives.

DUTIES

The duties of the Outreach Worker (Grade IV) shall include:

- Engaging in outreach work to assess local needs and develop relationships, including door-to-door engagement and broader street work.
- Empowering and strengthening the capacity of the local community and individuals to participate in community planning and decision-making structures.
- Supporting community groups to engage with the Social, Economic and Environmental Plan (SEEP).
- Supporting local communities in collective action to address local issues and develop community initiatives, including supporting the establishment and delivery of activities such as “sports on the green”, local clean-ups, summer programmes, and other community events.
- Liaising with key stakeholders engaging with disadvantaged communities, including service providers, state agencies, existing community and voluntary groups, and public representatives.
- Undertaking outreach, promotional activity, and collaborative networking to build engagement and participation within the local community and to identify appropriate supports and resources.
- Organising initiatives to engage both young people and older residents in community activities.
- Assisting community groups in carrying out local needs assessments and preparing action plans.
- Supporting community groups in the recruitment and retention of volunteers.
- Preparing activity reports, progress reports, and case studies to ensure learning from the programme is captured and shared appropriately.
- Linking individuals and groups to relevant resources within the community and wider city structures, including the Public Participation Network (PPN) and SICAP.

- Linking and working collaboratively across relevant Cork City Council sections, including the Local Area Integration Team, Health, Social Inclusion, Regeneration team, and Local Area Housing team, to support coordinated and effective service delivery for the community.
- Promoting social inclusion within local communities through the application of community development principles and practice.
- Recording and collating daily activities, including areas covered, issues encountered, actions taken, and anticipated resolution timelines.
- Producing reports, recording data, and attending meetings as required to represent the service.
- Attending liaison meetings with other organisations as required.
- Complying with all Cork City Council policies, procedures, protocols, and guidelines, including ensuring relevant risk assessments and control measures are adhered to when undertaking duties.
- Carrying out such other duties as may be assigned from time to time.

The above specification is not intended to be a comprehensive list of all duties involved. The post holder may be required to perform other duties appropriate to the role and to contribute to the ongoing development of the post as required.

QUALIFICATIONS FOR THE POST

Character

Candidates shall be of good character.

Health

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

Education, Experience, etc.,

Candidates shall on the latest date for receipt of completed application forms for the post:

- A relevant qualification (QQI Level 6 or above).
- A minimum of 3 years' experience working with communities.
- Have excellent communication skills, analytical and problem-solving skills.
- An enthusiasm for working with people.
- An ability to build and develop positive relationships with others internally and externally to achieve goals.
- Ability to engage and work sensitively, and in an empowering way.
- Ability to work effectively as part of a team as well as ability to work alone and on own initiative.
- Excellent interpersonal skills, including negotiation skills.
- Ability to maintain professional and personal boundaries.
- Professional level of communication and literacy: verbal, written and computer IT skills.

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Desirable Skills

The key competencies for this post are as follows. Candidates will be expected to demonstrate sufficient evidence of competence under each of these within their application form. Applicants should take particular note of these requirements, as shortlisting and interview processes will be based on the information provided.

- Delivering Quality Work and Services
- Maintaining Positive Working Relationships
- Identifying Problems and Contributing to Solutions

Please refer to the Competency Framework on page 8 for further information.

Additional Candidate Requirements

The ideal candidate will also demonstrate the following:

- A commitment to anti-racism, social inclusion, and equity.
- A non-judgemental approach in all aspects of their work.
- Commitment to working using a strengths-based, capacity-building approach.
- Resilience, flexibility, and adaptability.
- An openness to learning and continuous professional development.
- Motivation to develop and facilitate groups in community-based settings.
- The ability to identify community priorities and challenges.
- Experience in the planning and delivery of community events, programmes, and/or workshops.

COMPETENCY FRAMEWORK

Candidates are expected to demonstrate, in their application form and at interview (if shortlisted), that they possess these competencies through the skills and experience they have acquired to date.

Delivering Quality Work and Services

Develops and maintains high standards of service delivery in accordance with operational plans.

- Demonstrates a strong customer service ethos and is an example to both internal and external customers.
- Takes pride in the quality of service delivered and constantly seeks to improve it.
- Immediately reports to his or her supervisor where there is a problem with service quality.
- Undertakes training as required to continuously improve quality work output.

- Contributes ideas and suggestions as to how service activities can be improved.

Maintaining Positive Working Relationships

Relates well to others and maintains positive working relationships.

- Works in an open and collaborative way with others.
- Addresses conflict or dissatisfaction in a constructive manner.
- Behaves appropriately when in conflict situations.
- Is proactive in providing help or support to fellow employees and is open to the perspective of others when acting to resolve conflict.
- Use diplomacy and tact to facilitate working relationships with dissatisfied staff or customers.

Identifying Problems and Contributing to Solutions

Evaluates issues and situations in a logical and objective manner in order to arrive at effective solutions.

- Identifies problems or issues at an early point and takes action to address them.
- Makes decisions in a timely, clear and well-informed way.
- Analyses issues in a logical and rational manner taking into account all relevant information, policies and procedures including legislation.
- Addresses issues logically and on a step-by-step basis.
- Knows the limits of his/her decision-making authority and knows when to refer issues on for consultation or decision

Salary

The salary scale for the post is:

€36,474 - €38,622 - €41,672 - €43,673 - €45,425 - €47,120 - €49,406 - €51,063 - €52,761 - €54,367 (LSI 1) - €56,015 (LSI 2)

As this is a part-time position (28 hours per week), the above salary scale will apply on a pro rata basis.

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

Hours of Duty

- The standard working week is **28 hours per week**. However, flexibility is required, as the position may involve occasional evening and weekend work.
- Overtime rates will not apply to additional hours worked outside the normal working schedule; however, time off in lieu (TOIL) will be granted in accordance with Council policy.

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- Holders of the post may be required to attend for duty at any time, in accordance with arrangements made by the local authority. The Council reserves the right to vary working hours as required, depending on operational needs.
- All hours worked will be subject to the provisions of the **Organisation of Working Time Act, 1997** and the **Organisation of Working Time (Regulations) Act, 2001**.

Garda Vetting

This post may come within the scope of the **Local Authorities Garda Vetting Scheme**. Further information is available in our [Candidate Information Booklet](#), which provides details on vetting requirements, the format of the competition, the principal conditions of service, and data protection under the **General Data Protection Regulation (GDPR)**.

Equality, Diversity & Inclusion

Cork City Council is an **equal opportunities employer**. We welcome and encourage applications from suitably qualified candidates, regardless of gender, age, civil or family status, sexual orientation, gender identity, disability, race, ethnic origin, membership of the Traveller community, religion, or belief.

Closing Date

The deadline for receipt of applications is **4:00pm on Friday 17th July 2026**.