

Dublin Simon Community: Service Manager - Chester House **(<https://www.activelink.ie/node/109270>)**



About us:

At Dublin Simon Community, we are passionate about making home a reality. Our aim is to empower people to access and retain a home by providing housing, prevention services, addiction treatment, emergency response, and other targeted interventions, through advocacy and partnership.

About the job:

Ensure the provision of accommodation and services within Dublin Simon operate effectively and consistently to best practice standards, meeting the needs of service users

Location: Dublin 7

Working Hours: Monday – Friday, 37.5 hours per week. 25 days annual leave

Core Job Requirements:

- Deliver a quality effective service ensuring the progression and sustainability of all service users and residents.
- Ensure ongoing regular communication between the service and the local community to develop and maintain positive relationships with neighbours and other key stakeholders, in line with good practice and policy, and implementing the 'Good Neighbour' Policy.
- Develop, implement, deliver and review strategic and operational projects in line with the Dublin Simon Community Strategic Plan. Implement all aspects of the Service Level Agreement for the service. Manage interdependencies ensuring the seamless delivery of objectives and targets.
- Enhance the dignity and integrity of those who use our services by facilitating, developing, and implementing participation and development initiatives.
- Implement systems and structures within the service, such as Care and Case Management and Outcomes Star, to ensure comprehensive and accurate assessment of people's needs and strengths, identifying required interventions, and developing and implementing a support plan while delivering an integrated and seamless continuum of care
- Drive Quality Standards within services through quality systems and structures, ensuring continuous improvement, particularly in the areas of new initiatives, team development, systems implementation, and benchmark against best practice standards. Review and audit regularly, changing as required when new evidence becomes available
- Transform the organisation vision into meaningful, proactive, and creative objectives, developing, achieving, measuring, and reviewing the Housing scorecard.
- Lead and manage staff setting clear targets, facilitating effective team dynamics and quality standards to ensure teams are performing to their maximum potential.
- Provide a high standard of service ensuring service user satisfaction as it pertains to services and a prompt resolution to complaints
- Manage the integration and delivery of all day-to-day operational functions of the services.
- Drive through continuous improvement initiatives, team development, systems implementation, and benchmark best practice standards.
- Ensure adequate capacity and resource planning
- Proactively plan and ensure preparedness to respond to the needs of the service users
- Regularly engage with and build a professional relationship with service users treating them with dignity and respect ensuring the values of DSC are upheld through initiatives.
- Participate with the Housing Services Management Team in demonstrating excellence in the delivery of an integrated and seamless Continuum of Care system within Dublin Simon.
- Develop, protect, and nurture strong internal and external relationships to facilitate seamless services within the Housing Services of Dublin Simon. Monitor and measure established relationships continuously
- Actively participate as part of Dublin Simons management team to develop innovative responses to strategic requirements
- Work with the Head of Housing and Human Resources to forward plan, recruit, motivate, train, supervise, and performance manage staff and volunteers to ensure they rapidly respond as a cohesive unit in the delivery of services.
- Ensure that work is completed within agreed budget, effective utilisation and distribution of resources, ensuring regular monitoring and control. Ensure all costs are controlled without compromising standards and service delivery.
- Manage and allocate full-time and part-time volunteers to ensure they contribute to Dublin Simon objectives
- Ensure the induction and ongoing training of new staff, relief staff, volunteers, graduates, student placements, and community employment participants
- Participate in the on-call rota as laid down in the policy covering this area.
- Perform all relevant administration.

Note: The duties listed in this job description are not exhaustive and you may be expected to perform other duties as are reasonable in the course of your work with the Dublin Simon Community.

What You Need:

- A recognised third-level qualification in a relevant field.
- Knowledge of services in the Homeless sector
- Understanding of why people become homeless and the needs they have.
- Problem-solving and Decision Making
- Delegation and Communication
- Finance
- People management and supervision
- Organisation skills
- Leadership and Motivation of others
- Planning and Project management skills
- Attitude and Motivation of Self
- Evidence-Based Professional Practice

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Application due date: 10/07/2024

For queries relating to this position please telephone (01) 6354860 (Tel:016354860)

Region

Dublin 7

Date Entered/Updated

1st Jul, 2024

Expiry Date

10th Jul, 2024

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