

## **Dublin Simon Community: Outreach Supervisor (Fixed Term)** **(<https://www.activelink.ie/node/109382>)**



**Contract:** Fixed Term 5 months

**Location:** Capel street

**Working Hours:** 7 day liability; Monday – Sunday. 37.5 hours per week. 25 days annual leave/year

### **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, addiction treatment, emergency response and other targeted interventions, through advocacy and partnership. If you share our values and want to make a difference also, come talk to us at Dublin Simon Community. We're looking for client focused, friendly and adaptable people to join our team. This standard is achieved by organisations that have best practice Human Resource Systems in place, particularly in the area of staff training and development, communication, and staff involvement in the decision making processes in the organisation.

### **About the job:**

As a Supervisor, you'll support and report to the Service Manager to meet the needs of service users. As well as our induction program, you will be provided with 10 training days throughout the year, ensuring you have the support and training to succeed in this role.

### **Responsibilities:**

- Project manage specific pieces of work on behalf of the service manager to contribute to the overall continuous improvement of the service.
- Coordinate the service coverage of the four local authority areas.
- Communicate effectively with external stakeholders such as the local authorities, HSE, and other homeless organisations.
- Support the service manager and the team in the coordination of emergency response and cold weather initiatives as required.
- Ensure consistency of handover from one shift to the next and report to the service manager any issues that may arise.
- Lead the induction and training of staff and volunteers in the service.
- Provide the initial response to staff for incidents and support the service manager with overall incident management. Follow up on the implementation of recommendations and preventative or corrective actions from incident reports.
- Monitor and report on the implementation and progression of client support plans.
- Implement the cash management policy and conduct regular audits of the cash management processes in the service, reporting to the service manager.
- Ensure the client feedback management policy and procedure is fully implemented locally.
- Ensure the data protection policy is implemented, make process improvements where possible and audit the service's compliance.
- Support the team and service manager in the implementation of quality standards.
- Support the team and service manager to manage the delivery of all day to day outreach operations of the service.
- Support the team and service manager to ensure high standards and awareness of health and safety in the building and while doing outreach.
- Oversee the full service rota (shifts, leave, etc) to ensure all geographical areas are covered according to local policy.
- Oversight of the policy, procedure and guideline schedule. This involves developing a schedule for policy review and development, seeking feedback and input from team members and drafting policies or policy changes for approval by the service manager.
- Provide quality care and case management support with a focus on move on and engagement outcomes to the team.
- Providing support and supervision to specific staff for a given period as required by the service manager.
- Perform all relevant administration

### **Minimum job requirements:**

- BA/BS degree in a relevant discipline.
- 2 years experience in homeless services or working with vulnerable/ disadvantaged groups.
- Knowledge of services in the Homeless sector
- Understanding of why people become homeless and the needs they have.
- Record keeping and report writing skills.
- Excellent communicator, with the ability to delegate effectively and motivate self and others.
- Client-focused, adaptable, accountable, organized individual.
- Ability to manage challenging behavior, whilst being respectful and professional.

### **Preferred job requirements:**

- Team leader or supervisor experience.
- Experience working in a non-residential homeless service setting.
- Developing, implementing and evaluating action plans.
- Driving change improvement initiatives, team development and systems implementation.
- Passion for helping people, with the ability to work in a constantly changing environment with a problem-solving attitude.

## **Benefits to working with Dublin Simon Community:**

- 25 days annual leave
- 5% matched contribution to your pension
- Paid Sick Leave Policy
- Paid Maternity Leave Policy
- Bike to Work Scheme
- Commuter Travel Tax Savers Ticket
- 1st-week Comprehensive Training
- Progression Opportunities

**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 Dublin Simon Community.

**Please note, shortlisting will be in progress throughout the period that the vacancy is live, so you may be called for interview and/or the vacancy may be filled before the closing date.**

**<https://candidate.hr-manager.net/ApplicationInit.aspx?cid=1543&ProjectId=144428&DepartmentId=19038&MediaId=4620&SkipAdvertisement=true>**

Application due date: 19/07/2024

For queries relating to this position please telephone(01) 635 4860 (tel:016354860)

### **Region**

Dublin 1

### **Date Entered/Updated**

8th Jul, 2024

### **Expiry Date**

19th Jul, 2024

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