

Dublin Simon Community: Visiting Tenancy Support Service Supervisor **(<https://www.activelink.ie/node/111000>)**



Visiting Tenancy Support Service Supervisor

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 then apply for this role with Dublin Simon Community and join the team!

Benefits to working with Dublin Simon Community:

- 25 days of 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

About the job:

Contract type: Full-Time Permanent Contract.

Working hours: 37.5 per week (Monday-Friday, 9 am-5:30 pm).

Location: Chester House, NCR, Dublin.

Salary: 36,500 progressing to 37,320 after 6 months' probation.

The role of the Visiting Tenancy Support Service Supervisor will be to support the service manager and team to ensure the services operate effectively and consistently to best practice standards, meeting the needs of service users.

Responsibilities:

Quality & Safety

- Oversee that data is collated by each staff member in a timely and organised manner.
- Implement the service model and targets set by the DRHE.
- Ensure new staff are supported in their roles and given orientation to the service.
- Ensure that client feedback management policy and procedure is fully implemented locally and service user participation is developed on an ongoing basis.
- Support the team and service manager in the implementation of EQUASS and NQSF quality standards.
- Work with manager to support staff in achieving goals set out as KPI targets for each area of work.
- Coordinate planning days and team days with manager for staff team.
- Ensure the data protection policy is implemented, make process improvements where possible and audit the service's compliance.
- Project manage specific pieces of work on behalf of the service manager to contribute to the overall continuous improvement of the service.
- Oversight of the policy, procedure and guideline schedule to ensure timely review by manager.
- Ensure hybrid working practices are adhering to policy and ensure assessments are complete.
- Support manager and team in lone working practices in the community and monitor same.
- Support the service manager with overall incident management. Follow up on the implementation of recommendations and preventative or corrective actions from incident reports.
- Support staff in use of new Salesforce system and ensure use of same by conducting local audits.
- Implement audit system on practice notably on PASS- 360 salesforce and care and case management practices.
- Support manager and team in the opening of the new service.
- Support manager in service development areas including merge of teams.

Staff, Administration & Operations

- Support manager and team in the opening of the new service.
- Lead the induction and training of staff in operational duties.
- Facilitating training for new and current staff.
- Ensure consistency of handover from one shift to the next and report to the service manager on rates of completion of daily operations and duties.
- Maintain records in and report on TMS.
- Ensure timesheets are completed and sent to service manager for sign off.
- Co-ordination of referrals with manger and team.
- Point of contact for HR in relation to managing training room. Organise the room, lunches & opening & closing of room.
- Provide the main point of contact for maintenance issues, liaising with our internal Repair and Maintenance department for all office spaces for staff.
- Fundraising point of contact and support manager.
- Support the service manager to manage the delivery of all day to day operational functions and administration of the service.
- Providing support and supervision to specific staff as required by service manager, as required by the service manager, e.g. full-time volunteers, ancillary staff
- Management of electronic files. Ensure all electronic files are filed according to DSC PPGs.

Essential for the role:

- BA/BS degree in Psychology, Community Development, Counselling, Social Care, Social Work, or similar.
- 2 years experience in homeless services or working with vulnerable and disadvantaged groups.
- Understanding of why people become homeless and the needs they have.
- Record keeping, report writing
- IT skills including Microsoft, Excel, PowerPoint, Word and Outlook
- Client-focused, adaptable, accountable, resilient individual.
- Excellent communicator, with the ability to advocate on the client's behalf.
- Ability to manage challenging behaviour, whilst being respectful and professional.
- Full clean drivers' licence

For more information or to apply, contact our Recruitment Team at **(01) 635 4860** (Tel:016354860).

[Apply for the position \(https://candidate.hr-manager.net/ApplicationInit.aspx?cid=1543&ProjectId=144463&DepartmentId=19023&MediaId=4620&SkipAdvertisement=true\)](https://candidate.hr-manager.net/ApplicationInit.aspx?cid=1543&ProjectId=144463&DepartmentId=19023&MediaId=4620&SkipAdvertisement=true)

Application due date: **29/09/2024**

For queries relating to this position please telephone **(01) 635 4860** (Tel:016354860).

Region

Dublin

Date Entered/Updated

19th Sep, 2024

Expiry Date

29th Sep, 2024

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