

## **Dublin Simon Community: Service Manager - Wicklow Services** **(<https://www.activelink.ie/node/111201>)**



### **Service Manager - Wicklow Services**

#### **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!

#### **About the role**

As the Service Manager for Kilmantin LTA, Fitzwilliam Family Temporary Emergency Accommodation Service our Visiting Support Service and our Shared Houses you will lead the management and development of the homeless and housing support services across Wicklow. The manager will be responsible to ensure that client services operate at a high standard, meeting practice standards, and meeting the needs of homeless individuals and families in the community, while effectively managing and supporting remote teams. The manager will lead a team that promotes community integration and supports clients that are at risk of becoming homeless.

#### **Job Purpose:**

The manager will oversee all operations of Kilmantin & Fitzwilliam & Shared Housing and visiting support services across Wicklow.

**Contract Type** – Permanent

**Working Hours** – 37.5 hours a week, Monday-Friday availability (on call).

**Location** - Wicklow town and surrounding areas.

**Salary** – €40,000 to €47,000.

#### **Responsibilities:**

- Overseeing all aspects of the care and case management system including co-ordination and chairing of Case Review meetings, Monthly check that all PASS and 360 Salesforce records are up to date and direct supervision of staff around assessment, support planning and interagency protocols for both services.
- Managing a robust referral system ensuring all clients are allocated a keyworker and all referrals are logged.
- Be responsible for the Health and Safety standards of the Visiting Support service including the Vehicle Management, Risk Register Reviews, Hybrid Working practices, , Child Protection Policy adhered to, conduct H&S audits and ensure Lone Working Policy is applied for service staff.
- The manger will be responsible for over seeing risk and incident management for teams. Ensure service risk register is updated quarterly.
- Actively engage in service development needs and lead the teams through change.
- Ensure expenses management and procedures are adhered to and managed and oversee sign off on expenses and management of same. Conduct monthly audits to ensure practices are in line with policy.
- Carry out supervision with all staff and conduct yearly performance reviews and manage probation reviews accordingly.
- Work closely with senior manager ensuring there is strong communication between the managers and teams
- Demonstrate a commitment to providing the highest quality of service, working within best practice and quality standards, including NQSF.
- Co-ordinate the allocation of cases among staff considering caseloads, area of work and travel requirements ensuring efficiencies in allocation of work.
- Manage all reporting requirements including Monthly Managers reports, service KPI sheets, invoices for payment, statistic reports, HSE reports and other are submitted and complete accurately.
- Work closely with Local authorities to manage complex cases, referrals and respond to service development needs.
- Liaise with HR relating to all aspects of staff management, ensuring that TMS is up to date and all forms/procedures are completed as required.
- Take responsibility for the induction of new staff, volunteers, graduates & student placements and ensure the ongoing CPD (Continuous Professional Development) of all staff as well as your own.
- Provide a high standard of service ensuring client satisfaction as it pertains to services and a prompt resolution to complaints and participate in the organisation client satisfaction survey following up on any corrective actions arising from it.
- Lead on continuous improvement initiatives, team development, systems implementation and benchmark best practice standards in conjunction with the quality office and HR.
- Ensure adequate capacity and resource planning are addressed to respond to all allocations and provide resources to staff to respond

effectively e.g. vehicles, IT support, travel tickets etc.

- Develop, protect, and nurture strong internal and external relationships particularly with Local Authority partners and funders in HSE. Monitor and measure established relationships continuously.
- Actively participate as part of the organisations management team to develop innovative responses to strategic requirements and develop a service scorecard for team with KPI sheet, individual action plans for staff which will be formally reviewed quarterly.
- Participate & lead in any tendering process related to your service or others that may require your support.
- Work with communications team as required and monitor media requests with senior manager.
- 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.
- Participate in the on-call rota as laid down in the policy covering this area.
- Perform all relevant administration including monthly budget reviews, function reports & scorecard updates.
- Participate in FMT meetings and events.
- Ensure staff training is up to date and allocate time for staff to attend training.
- Ensure all service PPG's are reviewed regularly and in date including safety statement for the service.
- Foster team development and engagement through team building days, activities and planning days.
- Represent service at sector meetings.

## Essential for the role:

- Min 2 years experience working with vulnerable and disadvantaged groups of which at least 1 years experience in homeless services
- Demonstrated experience working in Non-profit sector and ability to manage the complexity of staffing and client issues arising
- Experience managing clients in a community support environment and evidence of knowledge base relating to community stakeholders
- Record keeping and report writing.
- Skilled in change management
- Knowledge of services in the Homeless sector
- Knowledge of Homeless Families and their needs in a visiting support environment

## Benefits:

- 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 Ticker,
- 1st-week Comprehensive Training.
- Progression Opportunities

***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.***

Please note, if you are unsure of any of the requirements, contact the Recruitment Team on (01) 6354860.

**<https://candidate.hr-manager.net/ApplicationInit.aspx?cid=1543&ProjectId=144441&DepartmentId=19023&MediaId=4620&SkipAdvertisement=true>**

Application due date: **06/10/2024**

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

### Region

Co Wicklow

### Date Entered/Updated

27th Sep, 2024

### Expiry Date

6th Oct, 2024

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