

Dublin Simon Community: SUSD Supervisor **(<https://www.activelink.ie/node/111627>)**



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: Monday to Friday 8.00 – 16.30 (37,5 h/week)

Location: Dublin 8, Usher's Island.

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

Reports to: Step-up Step-Down Service Nurse Manager

The Step-Up Step-Down: Intermediate Care Centre is a residential unit operated by Dublin Simon Community and Safetynet Primary Care with support from key collaborators including Housing First, HSE ACCESS Mental Health, Inclusion Health teams at St James's Hospital and Mater Misericordiae University Hospital Dublin. The service is funded and supported by HSE Social Inclusion and the Department of Health. The purpose of the unit in Dublin city centre is to provide short term semi acute healthcare (medical and nursing) interventions, treatment, investigations, observations for people without homes and who fit the below eligibility criteria.

Job Purpose:

The Supervisor will work with the nurse manager to oversee the clerical and operational functions of the unit. This role ensures that all administrative processes run smoothly, handling essential paperwork, coordinating meetings/ correspondence, and maintaining documentation to support quality healthcare delivery.

Responsibilities:

- Handle internal communications, ensuring that staff are updated on administrative changes, new policies, or important announcements.
- Performance management of Project/Keyworker and Support Workers.
- Ensure that all routine paperwork is completed in a timely manner.
- In the absence of the manager communicate rota changes from the SUSD unit team to the rota admin and keep staff updated. Update leave planner and communicate leave.
- Become familiar with rota management rules (for approving annual leave, securing cover for sick leave/unexpected leave).
- To work with the unit manager to organise, delegate and disseminate minutes of team meetings and unit referral meetings.
- Working with the manager to follow through on incident reporting and corrective actions and sending through to Manager, H&S reporting, Quality Lead and Head of Treatment.
- Oversight of operations such as Maintenance request and follow up, Petty cash procedure, Health and Safety checks sheets and compliance, Fire safety: Procedures such as fire alarm tests, drills. Safety procedures: doors windows nighttime procedures, updating of local risk registers for approval by the manager.
- Attend morning handover meetings with nurse unit manager and attend morning handover meetings with team on the unit.
- Log all feedback and complaints received on the complaints log according to policy. Submit log quarterly to Q&P and escalate any complaints to the manager for management and investigation.
- Work with the Quality lead to develop and roll out audits, reports, corrective actions, monitoring compliance of key tasks specific to the unit.

- To prepare induction for new staff, co-ordinating training, and local induction.
- To support the manager with supervision, managing internal scorecards, and conducting employee performance reviews.
- To prepare reports, data (statistics for the Q&P office, HSE statistics, complaints and incident reports) and other information as required by Dublin Simon Community and to adhere to good record keeping guidelines and usage of the Internal IT Systems.

Essential for the role:

- A level 6 FETAC is preferred, will accept a level 5 FETAC with 2 years post-graduate experience in medical administration or homeless services.
- Preferred experience in homeless services or working with vulnerable and disadvantaged groups.
- Empathetic to the challenges of homelessness and the unique needs of those experiencing homelessness.
- Strong ability to manage documentation, track records, and keep administrative processes streamlined.
- Excellent ability to handle multiple tasks, deadlines, and projects simultaneously.
- IT skills including Microsoft, PowerPoint, Word, and Outlook.

[Apply for the position \(https://candidate.hr-manager.net/ApplicationInit.aspx?cid=1543&ProjectId=144479&DepartmentId=19092&MediaId=4620&SkipAdvertisement=true\)](https://candidate.hr-manager.net/ApplicationInit.aspx?cid=1543&ProjectId=144479&DepartmentId=19092&MediaId=4620&SkipAdvertisement=true)

Application due date: 31/10/2024

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

Region

Dublin 8

Date Entered/Updated

18th Oct, 2024

Expiry Date

31st Oct, 2024

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