

Merchant's Quay Ireland: Service Coordinator (Open Access Services) (<https://www.activelink.ie/node/111674>)



Job Title: Service Coordinator (Open Access Services)

Objective The direct delivery of services to clients in the Open

Reporting to Day Services Manager

Place of Work Open Access

Working Hours Full time (39 hours per week)

Contract Permanent (following 6-month probationary period)

Salary Starting €42,505; depending on experience

Role Summary

MQI is seeking an experienced and dynamic leader to coordinate and lead services in Open Access. The successful candidate will be highly organized and capable of running an effective service. We are looking for candidates who have experience managing a team in a low-threshold harm reduction context and have a strong social conscience and a passion for working in this field.

The Open Access Services at Merchants Quay serve as a 'one-stop-shop,' offering a range of interconnected services to meet the essential daytime needs of people experiencing homelessness and those using drugs. The dual aims of the service are to reduce the harms associated with life on the streets and drug use, while also providing clear pathways toward stability, settlement, and reintegration.

Reporting to the Day service manager, the service coordinator will lead on delivering high-quality services in the Open Access Center. The Service Coordinator will have management responsibility for existing services and programs in Open Access and undertake tasks to ensure the smooth running of the services.

Main Responsibilities

1.0 Service Delivery

- Take operational responsibility for assigned service(s) within Open Access, as designated by the senior management team.
- Ensure clients' practical needs are met through effective management of the team and available resources.
- Establish and maintain working relationships with relevant agencies in the local community.
- Ensure assessments are carried out and support plans are created and regularly reviewed by staff, in consultation with clients.
- Deliver services to a high standard, in line with national quality framework standards.
- Support the service by participating in the staff on-call rota.
- Ensure adequate coverage on the staff rota and provide shift cover as needed.
- Maintain a safe and secure environment, ensuring high standards of care for both staff and clients.
- Participate in service reviews and evaluations, implementing changes as needed.
- Ensure proper record-keeping by staff and manage the client database.
- Produce standard monthly and quarterly reports and compile any ad hoc information requests relating to your service.

area which might be required by any member of MQI.

- Develop, implement, and record practice standards, ensuring alignment with MQI's policies, procedures, and ethos

2.0 Staffing

- Provide support and regular supervision to the staff team.
- Assist in developing and delivering a thorough local induction program for each staff member, complementing the organizational Induction Program.
- Assess the training and development needs of supervised staff and contribute to the annual training plan.
- Assist in recruiting staff and volunteers in collaboration with the line manager, as appropriate.
- Maintain accurate staff records.
- Support the ongoing development of staffing structures, service policies, and procedures to ensure high-quality service delivery for clients
- Ensure support and supervision for student placements
- To assist in the development of full and part-time volunteers in the delivery of services to clients.

3.0 The Building

- Ensure Health and Safety standards are met within the service, in line with MQI's health and safety policy and the project's Safety Statement.
- Conduct required risk assessments for the building and work practices, implement corrective or risk reduction action plans, and regularly review these with the health and safety team.
- Oversee the maintenance and repair of equipment, furnishings, and the property, ensuring a high standard is maintained and initiating any necessary repairs

4.0 Teamwork

- Work as part of a team to adhere to Service Level Agreements, maintaining regular and consistent communication, actively participating in team meetings, and supporting the ethos of MQI
- Encourage a creative approach within the team and support the development of a strong and dynamic team environment.
- Ensure the team maintains high standards in executing its tasks and fulfilling its agreed responsibilities.
- Arrange and facilitate team meetings as well as team review days.
- Implement service policies and procedures alongside the team to ensure effective service delivery, and regularly review relevant policies and procedures.
- Ensure policy decisions are consistently implemented by all staff members.

5.0 General Responsibilities

- Stay informed about recent developments, best practices, and quality standards in service delivery to clients.
- Work with your line manager to continuously develop your role, ensuring all tasks are performed effectively and align with the strategic aims and objectives of Merchant's Quay Ireland.
- Keep the CRM system and other IT and filing systems up to date.
- Participate in internal and external meetings as required and attend training events and other functions as necessary.
- Familiarize yourself with and ensure adherence to all MQI policies and procedures, particularly those related to Health & Safety, HR, and Confidentiality Boundaries.
- Conduct your role professionally, maintaining a high standard of work and aligning with the aims, values, and ethos of MQI.
- Adopt a flexible approach to work in response to organizational changes, development, and reviews of best practices.
- Provide support to the Fundraising and Communications team when needed

These duties are a guide to the general range of responsibilities and are neither definitive nor restrictive. From time to time, the post-holder may need to undertake other duties commensurate with the post, as designated by the Deputy Head of Operations - Dublin.

Personal Specification

Essential

- Minimum of 2 years experience supervising and managing a team in a community, addiction service or similar setting

- Level 7 qualification or higher in a social care or related discipline (e.g. psychology, healthcare, youth work, community development, etc.)
- An understanding of the complex issues relating to homelessness, mental health and substance misuse
- Knowledge and experience in organizational effectiveness and service management with the ability to work under own initiative
- Excellent leadership and decision-making skills with the ability to motivate and inspire teams
- Strong decision-making skills
- Exceptional communication, interpersonal and leadership skills
- Exceptional relationship-building skills and an ability to build positive relationships with a diverse range of internal and external services and stakeholders

Desired

- Excellent IT skills, including MS packages - particularly Excel, and an appreciation for data analysis via CRM systems
- Financial management skills with experience managing a budget

If you're interested in applying for this role, please click the link below by 15th November:

[/merchants-quay-ireland/jobs/30546/service-coordinator-dublin-8](https://login.hirelocker.com/merchants-quay-ireland/jobs/30546/service-coordinator-dublin-8)

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Benefits

- Fulfilling and challenging environment
- Sick Pay Scheme (following the probationary period)
- Minimum 23 days Annual Leave
- Defined Contribution Pension Scheme (after the probationary period)
- Death In Service Benefit (from commencement of employment)
- Paid Family Leave (Maternity, Paternity, Adoptive, Force Majeure and Compassionate Leave)
- Educational Assistance (Study and Examination Leave, scholarship foundation)
- Employee Assistance Programme (EAP)

Merchants Quay Ireland is an equal opportunities employer who believes that diversity is a strength in the workplace. We therefore welcome applications from suitably qualified candidates, irrespective of gender, disability, marital or parental status, racial, ethnic or social origin, colour, belief, religion or sexual orientation

Region

Dublin 8

Date Entered/Updated

21st Oct, 2024

Expiry Date

15th Nov, 2024

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