

## **Dublin Simon Community: Supervisor (Fixed Term) - Chester House** **(<https://www.activelink.ie/node/112592>)**



### **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:**

- 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.

### **About the role:**

**Contract:** Fixed Term Full Time (Maternity Cover).

**Location:** Dublin 7, North Circular Road, Chester House.

**Working Hours:** 37.5 hours per week, 7-day liability. Supervisors are expected to undertake a 7-day liability working on a rota to include mornings, daytimes, evenings, and weekends and work 37.5 hours per week.

**Salary:** 36,500 progressing to 37,320 after probation.

As a Supervisor, you will support the manager and team to ensure a high standard of service provision and work consistently to best practice to meet the needs of service users.

### **Responsibilities:**

- Support the manager in to deliver a quality effective service, ensuring the progression and sustainability of all residents.
- Ensure consistency of risk management and handover between shifts. Monitor completion of daily tasks and ensure recording of same by the team. Report any concerns to service manager.
- Carry out ongoing audits and reviews in order to promote a high quality, evidence based service in accordance with Simon Community's policies and procedures.
- Lead the induction and local training of new and current staff. Supervision of delegated staff, offering support and advice, and communicating with manager accordingly.
- Provide the main point of contact for maintenance and cleaning issues, liaising with relevant stakeholders to follow agreed processes to ensure prompt response and task completion.
- Ensure the client feedback and engagement is fully implemented, and service user participation is developed on an ongoing basis.
- Oversee the service rota, ensure shifts are covered accordingly. Maintain records in and report on Time Management System and other reporting applications within agreed deadlines.
- Provide the initial response and support to staff for incidents, and assist the service manager with overall incident management. Ensure the implementation of recommendations and preventative or corrective actions from incident reports.
- Monitor the Health and Safety, hygiene and HACCP standards of the building and support the team to ensure a high standard is maintained. Supporting staff in cleaning management and room turnover, where needed.
- Contribute to care and case management reviews as required, and support the team in providing therapeutic and diversionary interventions, emotional and motivational support, promoting positive mental health attitudes, self-esteem, and mutual respect.
- Maintain knowledge and awareness of mental and physical health and addiction issues and services, with good practice and knowledge to impart to the team to be able to best support residents.
- Ensure policies procedures and guidelines are read and understood by all staff, and contribute to the development of new procedures as required.
- Ensure the Data Protection policy is implemented, make process improvements where possible and audit the service's compliance.
- Build on regular communication with external stakeholders and the local community to develop and maintain positive relationships in line with good practice and the 'Good Neighbour' Policy.
- Thorough record keeping, auditing, preparation of reports, statistics and other information as required, in order to inform future strategy and

responses.

- Engage with and build a professional trusting relationship with residents and staff, treating all with dignity and respect, in line with the values of the Dublin Simon Community.
- Work towards the achievement of individual and service goals as determined by the local scorecard and organisational strategy.
- Participate in regular supervision and performance review, contributing to the identification of own job related targets, progression and training needs.

## Essential for the role:

- BA/BS degree (Level 7) in Psychology, Community Development, Counselling, Social Care, Social Work, or related field.
- 2 years experience working in a social or caring setting, working with disadvantaged groups.
- Understanding of why people become homeless and the needs they have.
- Ability to contribute to the prevention and management of challenging behaviour.
- Commitment to Health & Safety
- Excellent recordkeeping, report writing, organisational and planning skills.
- Client-focused, adaptable, accountable individual.
- Excellent communicator, with the ability to delegate effectively.

## Desirable for the role:

- Team leader or supervisor experience
- Experience of developing, implementing and evaluating action plans.
- Driving change improvement initiatives, team development and systems implementation.
- Experience working in a long term residential homeless service setting.
- Passion for helping people, with the ability to work in an agile environment
- Resilience and positive outlook

**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 that we reserve the right to offer the position to a successful candidate prior to the deadline of receipt of applications and we advise that you apply early.**

If you are unsure of any of the requirements, contact the Recruitment Team on **(01) 635 4860** (Tel:016354860)

**<https://candidate.hr-manager.net/ApplicationInit.aspx?cid=1543&ProjectId=144473&DepartmentId=18979&MediaId=4620&SkipAdvertisement=true>**

Application due date: **20/01/2025**

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

### Region

Dublin 7

### Date Entered/Updated

9th Dec, 2024

### Expiry Date

20th Jan, 2025

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