

## **Dublin Simon Community: Emergency Services Manager** **(<https://www.activelink.ie/node/112763>)**



### **About the job:**

As a Manager, you will lead the management of an emergency accommodation service in Dublin city. Leading your team, you'll ensure the clients will have access to our low threshold services and are supported in accessing and retaining accommodation.

### **Working Hours:**

Generally, Monday – Friday (9am – 5:30pm), but some flexible working hours may be required, in line with service needs (example: you may need to cover other managers when they are on leave), including participation in the on-call system.

### **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 also, come talk to us at Dublin Simon Community. We're looking for client focused, friendly and adaptable people to join our team. This standard is achieved by organisations that have best practice Human Resource Systems in place, particularly in the area of staff training and development, communication, and staff involvement in the decision making processes in the organisation.

### **Minimum job requirements:**

- BA/BS degree in a relevant subject.
- +5 years experience working with vulnerable/disadvantaged groups, ideally in the homeless sector.
- +3 year managerial/supervision experience, particularly in the community or voluntary sector.
- Knowledge of services in the homeless sector; understanding of why people become homeless and the needs they have.
- Client-focused, organised, thoughtful decision maker, with demonstrated project management skills.
- Excellent communicator, with the ability to lead and motivate others, whilst being respectful and professional.

### **Preferred job requirements:**

- Experience working in a in the field of homelessness, particularly in a residential homeless service settings.
- Health & Safety trained.
- Developing, implementing and evaluating action plans.
- Driving and implementing change, system or improvement initiatives.
- Passion for helping people, with the ability to work in an agile environment with a problem-solving attitude.

### **Responsibilities:**

- Deliver a quality client centred outreach service, ensuring the progression of clients through assertive street engagement interventions, harm reduction and care and case management systems.  
Ensure continuous improvement, particularly in the areas of new initiatives, team development, systems implementation and benchmark against best practice standards. Review and audit regularly, changing as required when new evidence becomes available.
- Provide clear team leadership and direction in delivering and developing the service.
- Liaise with the Housing First Service Manager on an ongoing basis.
- Enhance the dignity and integrity of those who use our services by facilitating, developing and implementing participation and development initiatives in line with good practice.
- Facilitate and develop relationships with external services; medical services and homeless organisations.
- Report regularly on the service and share required information with the the DRHE, HSE and other relevant stakeholders.
- Research new developments or initiatives that enhance the delivery of services.
- Manage the integration and delivery of all day to day operational functions of the services.
- Provide a high standard of service ensuring service user satisfaction as it pertains to services and a prompt resolution to complaints.
- Develop relationships and partner with external services including medical services, to provide an on site service to clients, and the local community.
- Drive quality standards within services through quality systems and structures, ensuring continuous improvement, particularly in the areas of

new initiatives, team development, systems implementation and benchmark against best practice standards.

- Ensure high standards of health and safety in the service.
- Research, develop, implement, deliver, review and measure strategic and operational projects in line with the Dublin Simon Community Strategic Plan. Manage interdependencies ensuring the seamless delivery of objectives and targets.
- Project manage; quality standards, budget management, effective utilisation and distribution of resources, ensuring regular monitoring and control. Ensure adequate capacity, resource and succession planning.
- Initiate opportunities to improve cost efficiency and effectiveness.
- Lead and manage staff setting clear targets, facilitating effective team dynamics and measure against quality standards to ensure teams are performing to their maximum potential. Liaise with Emergency Services Senior Management and Human Resources to plan, recruit, train, supervise and manage staff and volunteers.
- Ensure the induction and ongoing training of new staff, relief staff, volunteers, graduates, student placements and community employment participant to facilitate progression.
- Manage and allocate full-time and part-time volunteers to the service.

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Application due date: **07/01/2025**

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

### Region

Dublin City

### Date Entered/Updated

18th Dec, 2024

### Expiry Date

7th Jan, 2025

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**Source URL:** <https://www.activelink.ie/vacancies/community/112763-dublin-simon-community-emergency-services-manager>