

## **Dublin Simon Community: Senior Service Manager - Homeless & Community Services (<https://www.activelink.ie/node/114398>)**



## **Senior Service Manager - Homeless & Community Services - Fixed Term Contract (<https://dubsimon.jobs.people-first.com/jobs/details/recruitment%2Fjobdetails%2F49055e9c-15b4-4da4-bb30-1955bdf47510>)**

**60,000.00 EUR annually**

**Location 5 Red Cow Lane Dublin City Dublin Ireland**

**This job ends on 23 March 2025**

### **About Us:**

At Dublin Simon Community, we're dedicated to making home a reality. We empower individuals to access and sustain housing through services like prevention, addiction treatment, emergency response, and targeted interventions, in collaboration with our partners.

If you share our values and want to make a difference, we'd love to hear from you. We're looking for client-focused, friendly, and adaptable individuals to join our team.

We prioritise best practices in HR, including staff training, communication, and involvement in decision-making, to create a supportive and effective work environment.

### **About the Role:**

The Senior Service Manager will lead, develop and direct the implementation of scorecard objectives for a Service Group.

The successful candidate will be responsible for ensuring the delivery of service operations, staff management, relationship management, change management, and systems and processes operating to quality standards with a view to creating positive outcomes for those experiencing homelessness.

Performance will be reviewed against:

1. Agreed objectives and scorecard delivery;
2. The willingness/ability to respond to change;
3. Leading through the values of the organisation.

Reports to: Director of Homeless & Community Services

Working with: Staff, Clients, Relevant Local Authorities, HSE & Relevant Community Health Care Organisations, Board & Committees, External Networks

Location: The majority of the services are Dublin based and the senior manager will be based in a Dublin location. Hybrid Working Policy applicable.

37.5 hours per week, 5-day liability, with occasional out of hours availability during crisis / emergency circumstances.

# Scope of the Role

The Senior Service Manager will oversee the management of a portfolio of services within the responsibility of the Homeless & Community Services Function.

## Key Responsibilities

### Leadership

- Work as part of the Services Function as a senior manager and participate in the Senior Management Team and wider cross-organisational leadership teams.
- Formulate organisational strategy, policies, annual scorecards and budgets ensuring the mission and strategic goals of the organisation are achieved.
- Oversee the work of services within the scope outlined above, supporting line managers to manage the coordination of all activity within their remit.
- Work closely with the services and organisational management teams to develop and maintain quality relationships with key stakeholders to facilitate seamless service delivery and development, and to help create a more aligned culture of development within the organisation.
- Work to build capacity within the teams through ensuring the development of staff, in particular growing leadership and management skills, delivering excellent employee relationships and staff motivation.
- Provide leadership to the line managers and teams ensuring they work cohesively with a shared vision by providing role and responsibility clarity and by establishing Key Performance Indicators for the purposes of efficiency and accountability.

### Operations

- Achieve agreed internal financial targets and deliver the annual scorecards and budgets in line with the funder requirements and service level agreements, along with legislation, regulation and agreed policy.
- Proactively work with the Director of Services to source new funding streams, for the services within the scope.
- Implement systems and structures to ensure comprehensive and accurate assessment of needs and required responses to deliver outcomes for clients, while supporting the team representation on client data management project.
- Ensure health, safety and welfare risks in the workplace are minimised and bring any concerns to the attention of the Director of Services and update the function and local risk registers as per the organization Risk Framework.
- Ensure that agreed action plans and scorecards with detailed targets and time lines are implemented and communicate these plans to relevant stakeholders.
- Work to maintain a culture of transparency and excellence and ensure efficient and effective use of resources, adhering to accountability standards and systems that track effectiveness and impact.
- Report to external and internal stakeholders on KPI's and SLA's for the services within the scope.
- Engage with external policy environments as appropriate for relevant services under remit.
- Engage with policy & funding environments providing relevant reports, reviews, tenders, documents as required for services under the remit, in conjunction with Director of Services.

### People Management

- Manage and lead line managers to effectively manage their teams and services ensuring leadership is provided to a high standard
- In conjunction with the Senior Manager Human Resources advise on employee relations, communication strategies and career management programmes designed to maximise employee involvement and commitment.
- Recruit, induct, train and performance manage managers and staff to deliver individual and organisational effectiveness.
- Lead and manage managers and staff ensuring targets are reached and facilitating effective team dynamics to ensure teams are performing to their maximum potential.
- Ensure service teams are supported and monitored in the delivery of collective and individual targets.

### Relationship Management

- Effectively manage key relationships both internally and externally in a way that enhances the quality, sustainability and reputation of Dublin Simon Community
- Participate fully in working and steering groups as assigned and deputize for the Director of Services when required.

- Work effectively with other Senior Managers to ensure the coordination of service delivery across the organisation.
- Protect and champion the vision, mission and values, internally and externally in all service activities.
- Ensure all stakeholders are communicated with effectively in an appropriate and clear manner.

## Quality

- Keep abreast of relevant policy developments nationally and internationally which impact on the work of Dublin Simon Community and in particular in the areas of: homelessness, housing, addiction and harm reduction, recovery, health, quality of life.
- Ensure the organisation operates to the highest principles of best practice in service delivery.
- Implement recommendations from evaluations and reviews of services.
- Drive Quality Standards within services through quality systems and structures, ensuring continuous improvement, particularly in the areas of new initiatives, team development, systems implementation.
- Benchmark against best practice standards, review and audit regularly, changing areas as required when new evidence becomes available.

*Note: The duties listed in this job description are not exhaustive and you may be expected to perform other duties as are reasonable in the course of your work with Dublin Simon Community.*

## Qualification

- A recognised third level qualification in a relevant field.
- A recognised management qualification (or management module within recognised third level qualification)

## Proven Knowledge

- Knowledge of homelessness, housing, addiction, recovery and harm reduction initiatives, mental health and wellbeing
- Knowledge of services in the Homeless, Health, Community, and Addiction sectors
- Understanding of why people become homeless and the needs they have.
- Leadership and motivation of others

## Experience

- Min 4-5 years' experience of working in a relevant management post, of implementing evidence based practice and recommendations from evaluations, reviews and research.
- Problem solving and decision making
- Delegation and communication
- Finance including management of budgets
- People management and supervision
- Organisation skills
- Motivation of Self
- Critical reasoning
- Leadership and motivation of others
- Experience of diversity & equality issues within service delivery

**Please note:** If you are unsure of any of the requirements, please contact the Recruitment Team at (01) 635 4860 (Tel:016354860). Shortlisting will continue throughout the recruitment process.

Dublin Simon Community is an equal opportunities employer and encourage applications from all qualified individuals.

**<https://dubsimon.jobs.people-first.com/jobs/details/recruitment%2Fjobdetails%2F49055e9c-15b4-4da4-bb30-1955bdf47510>**

**Region**  
Dublin City

**Date Entered/Updated**

13th Mar, 2025

**Expiry Date**

23rd Mar, 2025

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