

Resilience Healthcare: Kilkenny Service Manager **(<https://www.activelink.ie/node/114959>)**

Resilience Healthcare

Kilkenny Service Manager

We are expanding and require a new Service Manager for Kilkenny

What is the position

The **Service Manager** must be suitably qualified and an experienced manager, with responsibility, authority and accountability for the provision of the service/s with Resilience in line with relevant regulations.

He/she is the person with the responsibility for the day to day operation of service/s within his/her remit. The Service Manager will manage the residential service in accordance with "National Standards for Residential Services for Children and Adults with Disabilities (January 2013) and the "Health Act 2007 (Care and Support of Residents in Designated Centres for Persons (Children and Adults) with Disabilities) Regulations 2013. To listen to, learn from, support and work to achieve the priorities of our service users. To provide them with a home-from-home and the opportunity to live life to their full potential.

Location Kilkenny

Type of contract Full-time permanent (40 hours per week)

Closing Date for applications – April 30th 2025

About Resilience

Since 2011 high-growth Irish company Resilience has continued to lead the way in transforming health and social care in Ireland. Our essence is to help build resilience in the people we support to bring the possible to life.

Our **Social Care** division is providing progressive Residential, Day and Outreach Services for people with Disabilities, Autism and Prader Willi Syndrome – Helping people to realise their potential. We're looking for passionate people to join our **Permanent Team** and build a future in rewarding work that truly changes lives. You'll enjoy a supportive environment that helps you realise your own potential, and with access to upskilling and best practice training you'll grow and develop your career.

Requirements

- Minimum of 3 years in the intellectual disability field as a supervisor or manager
- Level 7 qualification in Health or Social Care
- Level 6 Management Qualification or working towards same
- Passionate in working with children and adults with disabilities and helping them reach their full potential
- Level of knowledge and experience of dealing with HIQA
- Experience of and ability to manage resources including budget
- **Full clean Irish driving licence is essential**

Key Responsibilities

Assessment & Care plan

- To carry out assessments as required on people referred to Resilience for health and social care services.
- To ensure each service users' needs are set out in an individual support plan which is developed in consultation with the individual and relevant others. To review and update care-plan as and when required but no less than annually.

Health Care

- To ensure that each service user has access to medical treatment as and when required. To ensure that safe practices are maintained in the safe administration of medication. Conduct regular audits against written standard in order to identify non-conformances and implement corrective actions.

Respect & Relationships

- Respect and develop internal and external professional relationships at all times.

Staffing

- To ensure that at all times the numbers of staff and skill mix are appropriate to the assessed needs of the service users.
- To enable staff to access training and ensure all staff are adequately certifiably trained and competent
- To ensure staff are familiar with the Health Act, the regulation's, standards, Statement of Purpose & Function and Policies and Procedures.
- Provide staff with 1:1 meetings and keep accurate records
- Support individual and team performance

Administration

- Abide by the internal and external communication and reporting requirements
- Audit and review service user records
- Maintain professional records

Communication

- Develop and maintain positive communication links with relevant personnel (internal and external).
- Maintain positive and welcoming relationships with family, friends and other service providers if relevant.
- Communicate effectively any observations/concerns that may affect service users and the safe running of the service.
- Report any concerns to the relevant authorities within the required timescales

Team Work/Leadership

- To be an active leader and role model of the team.
- Contribute to and maintain an effective team.
- Organise and participate in meetings, reviews and committees as required.
- Seek and provide guidance from others for work performed

Workplace Health and Safety

- To be aware of and practice the correct use of all aids and appliances and to ensure that staff are, at all times, adequately and certifiably trained and competent.
- Ensure all accidents/incidents are reported and documented in line with internal and external reporting requirements. To review all incidents in consultation with the staff team, Behaviour Support Specialist, and Clinical Risk Manager.
- To be aware of the reporting requirements of the National Standards for Residential Services for Children and Adults with Disabilities (January 2013) and the "Health Act 2007 (Care and Support of Residents in Designated Centres for Persons (Children and Adults) with Disabilities) Regulations 2013
- Be aware and actively promote the company's duty to employees under the Safety, Health and Welfare at work Act 2005.
 - Ensure that faulty equipment and fittings are repaired in a timely manner.
 - Ensure that all staff have adequate knowledge of emergency actions and plans.
 - Ensure fire and safety precautions are implemented and maintained.

Policies and Procedures

- Familiarise and maintain knowledge and understanding of the relevant organisational and service policies, procedures and guidelines.

General Welfare and Protection

- To make all necessary arrangements to prevent service users from being harmed or from suffering abuse, this will include training of staff and complying with relevant policies and procedures. To report any concerns within the required time scales.

Continuous Improvement

- To embrace change in line with the principle of continuous improvement and play an active role in the development and direction of Resilience.

Finance

- To effectively manage the service resources within budget provided.

Benefits

- An unrivalled opportunity to lead a high calibre team to achieve success within a new service where our aim is to ensure that each person we support achieves their optimum potential
- Competitive salary
- Health Insurance
- Permanent contract.
- 25 days' annual leave
- Comprehensive learning & development program
- Working alongside, and constantly supported by, an experienced leadership team with an established track record in this area

Apply Now (<https://resilience.ie/jobs/disability-services/kilkenny-service-manager-required/>)

Resilience is an equal opportunities employer

Region

Kilkenny

Date Entered/Updated

8th Apr, 2025

Expiry Date

30th Apr, 2025

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