

Job Title:	Service Manager (Maternity Cover)	Post Holder:	LC
Reports To:	Senior Disability & Young Person Services Manager	Location:	DIAL House, Limerick
Salary:	This role is attached to a defined salary scale that goes from €46,570 per to €60,490, and appointments are made depending on experience and qualifications.		

Purpose of the Job

The role of Service Manager is vital to the successful delivery of quality services in NOVAS for our clients. The Service Manager will support the clients and staff of NOVAS DIAL House.

The Service Manager will report to the Senior Disability & Young Person Services Manager and will be a member of and work collaboratively with the NOVAS DIAL House team and wider NOVAS organisation.

This role involves working mainly during core office hours Monday to Friday and may require working occasional evenings, nights, or weekends depending on the needs of the service. The Service Manager will also be required to support the night team members through team meetings and supervision. Service Managers participate in the NOVAS Emergency Contact rota to provide guidance to front line employees approximately 10-15 working days per year.

This job description is a guide to the general range of duties assigned to the post holder. It is intended to be neither definitive nor restrictive and is subject to periodic review.

Environment of the Job

NOVAS is a not-for-profit organisation and Approved Housing Body, we work with single adults, couples, and families, and who are homeless or at risk of being homeless. We also provide a service for unaccompanied minors seeking asylum. We support adults with disabilities and complex needs. We provide a range of services and accommodation. Our first service was established in Limerick in 2002 which was a temporary low-threshold emergency homeless accommodation and we have grown from there. We now have over 300 staff, and more than 30 services in Limerick, Dublin, Clare, Kerry, Cork, and Tipperary including emergency homeless accommodation, transitional homeless accommodation, social housing and community-based services for tenancy sustainment, homelessness prevention, mental health and recovery.

NOVAS is a Trauma Informed Practice organisation, and the principles of collaboration, diversity, respect, and trust are embedded in our way of working together.

Our services are provided through support of our partners in local government through the Local Authorities, HSE, and other donors and funders.

Delegation and Reporting

The Service Manager has decision-making remit for the areas of identifying appropriate housing and support needs in collaboration with clients and colleagues within the staff team and the Senior Residential Services Manager West. In the absence of their line manager, or at other times, the Service Manager may be required to consult with, and take direction from other Senior Managers, the Head of Operations, or the CEO.

Oversight for the work in this role is provided by the Quality Client Services Sub Committee of the NOVAS Board of Directors.

The Service Manager will, at all times, operate in a professional and respectful manner, maintaining high quality standards of work in accordance with the values and mission of NOVAS. Their decision making will at all times be informed by the best interests of the clients and ensuring cost effective value for money, use of donations and public money.

Challenges

The nature of our work involves supporting the most vulnerable people who often have complex needs and may be survivors of trauma. As a result, during the course of your work you may engage with sensitive and confidential matters that require empathy, compassion and pragmatism. You may also encounter clients or tenants who are in distress, displaying challenging behaviours or struggling to moderate their behaviour. Patience, respect, and an ability to remain professional and focused on deescalating is essential. Further training will be provided in Trauma Informed Practice or Crisis Prevention.

As an organisation that is largely funded by public money, effective use of resources is a continuous focus and challenge.

Key Accountabilities

Accountability	Achieved by
Quality Client	<ul style="list-style-type: none">Ensure your service provision is in line with your service level agreement and national quality standards framework.

<p>Service Delivery</p>	<ul style="list-style-type: none"> • Create a service culture that is trauma informed, person-centred, responsive to the needs of the clients and focuses on 'finding a home'. • Ensure every client has an assigned key worker. • Ensure all support planning elements are completed collaboratively with clients. (for example, comprehensive assessments, care plans, risk assessments and consents). • Foster active relationships with external service providers or community groups. • Ensure resident's meetings occur regularly in your service. • Ensure Case Management review meetings occur regularly in your service. • Ensure all complaints are correctly recorded and are effectively managed to conclusion.
<p>People Management</p>	<ul style="list-style-type: none"> • Ensure staffing levels are in line with service level funder agreements. • Recruit required staff in compliance with NOVAS recruitment & selection procedures. • Ensure all staff receive an appropriate induction programme. • Ensure all staff have the equipment and system access needed to perform their roles. • Ensure the required one-to-one (supervision) and group meetings are in place in accordance with NOVAS guidelines. • Ensure an effective roster is in place in the service. • Manage and support the performance and development of team members with guidance from your Senior Service Manager and HR. • Participate in investigation, disciplinary or appeals HR processes as required. • Ensure all employees have in-date certification for all required training programmes and record keeping system is up to date with evidence of same. • Provide regular feedback, performance appraisal and supports to the staff team. • Keep all staff HR records accurate and up to date on NOVAS HR recording systems and staff returns are completed in a timely manner.
<p>Safe & Secure Service Management</p>	<ul style="list-style-type: none"> • Prioritise the health and safety for all staff, clients and visitors to the service. • Conduct and document risk assessments and implement risk mitigation measures. • Oversee the implementation of fire safety measures, ensuring regular checks are conducted in line with policies and procedures, and promptly escalating any issues to the Senior Services Manager. • Be proficient in administering basic first aid to clients as required, with necessary training provided. • Manage and report incidents and accidents according to established policies and procedures. • Ensure compliance with infection prevention and control measures, including health, hygiene, and room cleaning protocols. • Monitor site security through gate, camera, and perimeter control, and reporting any security issues to the relevant authorities.

	<ul style="list-style-type: none"> • Manage repairs and maintenance tasks to ensure a safe and functional environment for clients and staff. • Participate in health and safety audits and implement recommendations.
Financial Management	<ul style="list-style-type: none"> • Understand the line items for your service budget. • Ensure correct authorisation of expenses in line with policy. • Ensure expenditure is within budget. • Proactively provide input to coming year budget setting process. • Ensure the data that is required to process accurate Payroll is recorded in the correct manner. • To be aware of and adhere to all relevant financial procedures and regulations of the organisation and to report any discrepancies either on the part of the post-holder or others to your manager immediately.
Funder Relationship	<ul style="list-style-type: none"> • Act as main point of contact with the appropriate funders for your service to answer queries and make requests in line with guidance from your Senior Service Manager. • Where necessary escalate challenges with relating to funder relationships through your line management.
Compliance & Oversight	<ul style="list-style-type: none"> • Prepare quarterly PASS reports and ensure accuracy of data. • Participate in quarterly internal quality audits based on NQSF (National Quality Standards Framework). • Participate in internal Health & Safety audits. • Complete quarterly funder KPI (Key Performance Indicator) reports and submit. • Report as required to funders about progress against NQSF. • Ensure all records are up to date and accurate.
Supervision, Support & Development	<ul style="list-style-type: none"> • Engage in regular supervision or one-to-one sessions with your line manager. • Ensure all direct reports receive the required frequency of Supervision meetings in line with NOVAS policy. • Work under the direction of and in collaboration with your line manager and the wider management team. • Work to help the organisation achieve the aims and objectives of the strategic plan in line with our values and mission. • Participate in team meetings, local management meetings and meetings held under the national operations meeting structure. • Familiarity and compliance with all relevant policies and standards. • Participate in relevant and required training events.
Information Management	<ul style="list-style-type: none"> • Ensure data and personal information relating to clients, tenants, staff, and other members of the organisation or its stakeholders, are kept safe and secure using the correct systems and procedures, is collected for legitimate purposes, and is safely destroyed when appropriate. • Ensure clients are aware of how to access information about themselves and support any requests from them to access information.

Person Specification

Essential Criteria

Documentary evidence of qualifications and eligibility will be confirmed at the end of any recruitment process, candidates who do not possess the essential requirements, on the date of application will not be offered a position. It is the responsibility of the applicant to ensure they meet the essential criteria of the person specification.

The appropriate candidate should have:

- A minimum of Level 7 Ordinary Degree or higher (National Framework of Qualifications) in Social Care or another allied health profession.
- One year experience in working with people who are homeless or other social care groups.
- Strong administration skills for record keeping and report writing and computer literacy.
- Ability to provide services that foster and enhance the dignity, development, and independence of the individual.
- Have an understanding of care and case management protocols including care planning, needs assessment, risk management & assessment, incident management & prevention and key working.
- Ability to communicate effectively with a wide variety of people.
- Understanding of the needs of vulnerable people who are homeless, with focus on the specific needs of people with complex needs.
- Knowledge of and a commitment to equal opportunities.
- Full drivers' licence and use of own car.
- Garda Vetting will be sought for this role.

Desirable Criteria

It would be an advantage for the candidate to have:

- Experience working on own initiative, lone working, managing one's own caseload and time management.
- Staff management or service management experience.
- Experience and knowledge of working in two or more of the following areas: Homeless sector, Tenancy Sustainment, Family Support, Residential Care, Mental Health, Challenging Behaviour, Substance Misuse, Community Engagement, Disability Support.
- Knowledge of statutory and voluntary social care services and systems.
- Experience and knowledge in the area of child protection and associated legislation and guidelines.
- Experience of working in, or a strong interest in the charity or not-for-profit.

NOVAS Employment Benefits

NOVAS is committed to attracting and retaining the best talent in service of our clients and tenants and values the hard work and commitment of our staff.

Detailed below are a range of benefits you receive as a NOVAS employee.

Support & Supervision	Every employee will have regular planned one-to-one meetings with their line manager as well as Team Meetings and Monthly All Staff Town Hall meetings in order to ensure you are connected to, and supported by your colleagues and the organisation.
Learning & Development	NOVAS will fully fund a wide range of training programmes required role specific including First Aid, Fire Safety, Manual Handling, Trauma Informed Practice.
Career Progression	NOVAS believes in supporting the development and career path for our staff and develop skills for role changes, Leadership Preparation and Management Development.
Salary Scales	NOVAS has defined salary scales and has committed to awarding annual increments to staff depending on sustained funding.
Annual Leave	26 Days annual leave plus bank holidays.
Pension	A direct contribution pension with a 5% employer and employee contribution totalling 10%.
Employee Assistance Programme	Our Employee Assistance Programme provided by Inspire Wellbeing gives staff access to free confidential counselling and a suite of online mental health and wellness tools.
Further Education Support	With the help of your line manager you can apply for financial support, study leave or exam leave days to complete external professional qualifications to help further your career.
Sick Pay	2 Weeks full and 2 weeks half sick pay certified.
Maternity Leave	18 weeks full pay which can be pro rata across duration.