

JOB DESCRIPTION

Job Title:	Service Manager - Acting	Post Holder:	TC
Reports To:	Senior Residential Services Manager West	Location:	Ennis, Co. Clare.
Salary:	This role is appointed bases on qualifications and experience and aligned to a 12-point salary scale ranging from €51,885 to €61,813		

Purpose of the Job

The role of Service Manager is vital to the successful delivery of quality programmes and services in NOVAS for our clients. The Team Leader will support the clients of NOVAS in the Family Hub Service in Ennis, Co. Clare.

The Service Manager will report to the Senior Residential Services Manager West and work collaboratively with the NOVAS Residential Services West staff team and wider NOVAS services. The Service Manager will work closely with external service providers, local authorities and local communities in the region. The Service Manager is responsible for managing and supervising staff, maintaining a high standard of service delivery, ensuring that the service provision is person centred, effective, safe and promotes positive health and wellbeing for clients. The Service Manager will ensure the service is compliant with relevant legislation, regulations, national, organisational and local policies and standards. The Service Manager will ensure effective day to day running of the project, all aspects of health and safety are met, the hygiene and physical environment is kept to a high standard and ensure that clients are consulted and involved in the operation of the project to the greatest practical extent. The Service Manager will be part of the NOVAS emergency contact rota, carry out administrative and financial procedures in accordance with the policies and procedures of NOVAS, prepare reports, statistics and other information as required.

The role included predominantly work within core hours, however availability to work evenings, early mornings and weekends is required.

This is an Acting role in the absence of Service Manager – the Acting Service Manager will report to the Senior Residential Services Manager West.

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 Head of Services. In the absence of Senior Residential Services Manager, or at times, the Service Manager may be required to consult with and take direction from the Head of Operations or the CEO.

Oversight for the work in this role is provided by the Quality 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
Client Care and Support	<ul style="list-style-type: none"> • Ensure assessment of individual clients needs and develop and deliver appropriate support and care management programmes in conjunction with other voluntary and statutory services. • Ensure regular reviews of client supports. • To approach clients at all times with dignity and respect and ensure they are provided with choices around the services they receive. • To support clients in line Trauma Informed Practice and harm reduction principles. • Ensure provision of practical services to the client, including welfare, benefits and housing advice, budget and debt management and life skills. • Ensure provision of client supports in areas including health, hygiene, safety, general welfare, including personal care assistance where required. • Ensure service is maintained to a high standard including cleaning and preparing client rooms, communal areas and workstations.

	<ul style="list-style-type: none"> • Ensure clients are assisted in gaining access to a range of community resources to enable them to increase confidence, socialisation, independent living and problem solving skills. • Ensure clients are assisted in maximising their tenancy sustainment skills, through the use of specialist programmes and self-development skills. • To be aware of child protection issues and correct reporting procedures. • To adhere to all policies and procedures, particularly in relation to child protection, safeguarding vulnerable adults, confidentiality, finance, personal safety and customer care. • To promote client participation by providing information, advice and choices to enable individuals to participate fully in daily decisions relating to them. • To assist clients in providing feedback on services through meetings, the complaints procedures, suggestions and use of questionnaires. • To be accessible and responsive at all times to clients' questions, concerns and requests for information. • To ensure accurate, up to date, factual client records via the NOVAS and funders recording platforms. (Salesforce & PASS) • To assist clients in gaining access to their personal files in accordance with procedures. • To promote and implement the principles of customer care.
<p>Staff Management, Support and Appraisal</p>	<ul style="list-style-type: none"> • Provide regular supervision or one-to-one sessions to the staff team. • Provide regular feedback, performance appraisal and supports to the staff team. • Provide induction training to new staff. • Provide probation meetings to new staff in line with NOVAS policies and procedures.

	<ul style="list-style-type: none"> • To support the staff team around Child Welfare and Protection in line with the current legislation. • Ensure regular and effective Team Meetings. • To support staff in line Trauma Informed Practice and promote NOVAS EAP and work positive initiatives. • Ensure the staff team is up to date will all required training. • Keep all staff HR records accurate and up to date on NOVAS HR recording systems and staff returns are completed in a timely manner. • Ensure staff rotas are fair, meet the needs of NOVAS services and are communicated to staff in a timely manner. • Ensure annual leave and other leave is managed effectively and in line with NOVAS Policy and employment legislation. • Be part of the NOVAS emergency contact rota. • Be part of NOVAS recruitment processes including interview panels for services in other regions.
<p>Financial Responsibilities</p>	<ul style="list-style-type: none"> • 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.
<p>Liaison</p>	<ul style="list-style-type: none"> • To promote the work of NOVAS to other organisations. • To attend internal and external meetings where appropriate and as requested. • To be accountable for your workload and movements to both your line manager and the appropriate senior managers.
<p>Supervision, Support & Development</p>	<ul style="list-style-type: none"> ▪ Engaging in regular supervision or one-to-one sessions with your line manager. ▪ Working under the direction of and in collaboration with your line manager and the wider management team. ▪ Working to help the organisation achieve the aims and objectives of the strategic plan in line with our values and mission. ▪ Participating in team meetings.

	<ul style="list-style-type: none"> ▪ Familiarity and compliance with all relevant policies and standards. ▪ Participation in relevant and required training events.
<p>Health & Safety</p>	<ul style="list-style-type: none"> ▪ Attention to your own and that of the clients and staff health & safety in the workplace. ▪ Vigilance of health & safety hazards and timely reporting of same to your line manager and or safety representative. ▪ Managing and reporting incidents and accidents in accordance with policies and procedures. ▪ Ensuring all Fire Safety Checks are carried out in line with policies, procedures and daily tasks. Reporting any issues immediately to the Senior Residential Services Manager West. ▪ Carrying out Health and Wellbeing checks on clients where required and follow up on any support needs. ▪ Ability to recognise and administer basic First Aid to clients as required. Mandatory Training will be provided. ▪ Adhere to all the principals of manual handling. ▪ Ensuring that the service is safe, reporting any security issues to the Service Manager/Gardaí as required. ▪ Adherence to all infection prevention control measures and compliance to all guidance in relation to IPC ▪ Ensure all Health & Safety records are accurate and up to date. ▪ Engage with service Health & Safety audits and action recommendations in a timely manner. ▪ Carry out risk assessments and implement risk mitigation measures.
<p>Information Management</p>	<ul style="list-style-type: none"> ▪ Ensure data and personal information relating to clients, tenants, staff and other members of the organisation is kept safe and secure using the correct systems and procedures, is collected for legitimate purposes and is safely destroyed when appropriate.

JOB DESCRIPTION

NOVAS

Housing | Health | Recovery

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:

- Professional Qualification in Social Care or another related allied health profession, at a minimum level 7. Registration as a Social Care Worker with CORU will also be considered.
- One year experience in working with people who are 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 and/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 and 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 public 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.