

Job Title:	Deputy Manager	Post Holder:	VACANT
Reports To:	Rathmines Service Manager	Location:	Rathmines
Salary:	This role is attached to a 14-point salary scale starting at €43,698 per annum pro rata and increasing annually to €52,165 and appointments are made depending on experience and qualifications.		

Purpose of the Job

The role of Deputy Manager is vital to the successful delivery of quality services in NOVAS for our clients. The Deputy Manager will support the clients and staff of NOVAS Rathmines STA.

The Deputy Manager will report to the Rathmines Service Manager and will be a member of and work collaboratively with the NOVAS Rathmines STA management team and wider NOVAS organisation.

This role involves mostly working days but also working occasional evenings, nights, or weekends as per the rota. The Deputy Manager will also be required to support the night team members through team meetings and supervision. Deputy Managers participate in the NOVAS Emergency Contact System rota to provide guidance to front line employees approximately 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 Deputy Manager contributes to decision-making in the areas of identifying appropriate housing and support needs in collaboration with clients and colleagues within the service team and with the other members of the service management team. In the absence of their line manager, or at times, the Deputy Manager may be required to consult with and take direction from the Senior Services Managers or the Head of Operations.

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

The Deputy Manager will always, 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 always 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 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	Ensure your service provision is in line with your service level agreement and national quality standards framework.

Service Delivery	• Create a service culture that is trauma informed, person-centred, responsive to the needs of the clients and focuses on 'finding a home'. • Observe suitability of client and key worker allocation and give feedback to Service Manager where a change may be required. • 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. • As delegated by the Service Manager assist with organising Resident Coffee mornings regularly in your service for client feedback. • Support the Service Manager in the arranging of Case Management review meetings regularly in your service. • Ensure all complaints are correctly recorded and are effectively managed to conclusion.
People Management	• Ensure staffing levels are in line with service level funder agreements. • Support the Service Manager to plan and conduct recruitment campaigns for required staff in compliance with NOVAS recruitment & selection procedures. • As delegated by the Service Manager participate in the induction of new employees. • Report any requirements for equipment to the Service Manager and support replacing, repairs or ordering of equipment as delegated by the Service Manager. • As delegated by the Service Manager assist with the provision of supervision or team meetings in the service. • Ensure the shifts on the service roster are adequately covered including the allocation of locum and other staff as required and in good, advanced notice. • Report any concerns in relation to employee performance or conduct to the Service Manager. • As delegated by the Service Manager support the completion of required training by team and assist with the collection, completion or recording of and reports or records for the service.
Safe & Secure Service Management	• Prioritise the health and safety for all staff, clients and visitors to the service. • Conduct and document risk assessments and implement risk mitigation measures. • Be proficient in administering basic first aid to clients as required, with necessary training provided. • As delegated by the Service Manager support the implementation of fire safety measures, ensuring regular checks are conducted in line with policies and procedures, and promptly escalating any issues to the Service Manager. • Ensure incidents and accidents are appropriately recorded by the team 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.

	• Ensure repairs and maintenance tasks are reported appropriately and support the Service Manager to arrange responses to ensure a safe and functional environment for clients and staff. • Participate in health and safety audits and implement recommendations.
Financial Management	• Ensure any requests for expenditure are provided to the Service Manager with the necessary level of documentation and detail and ensure no unnecessary costs are incurred. • Discuss with the Service Manager how service expenditure is aligning with service budgets to ensure costs are controlled and managed. • As delegated by the Service Manager support the recording of staff hours to assist with payroll processes. • Report any concerns about use of funds to the Service Manager.
Funder Relationship	• Be responsive to queries from service funders for information in line with our data protection policy, mindful of appropriately protecting information. Keep your Service Manager informed of any communication with service funders.
Compliance & Oversight	• As delegated by the Service Manager support the preparation of 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. • As delegated by the Service Manager support the preparation Complete quarterly funder KPI (Key Performance Indicator) reports. • Ensure all records are up to date and accurate.
Supervision, Support & Development	• Engage in regular supervision or one-to-one sessions with your line manager. • As delegated by the Service Manager support the provision of Supervision meetings to staff 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	• 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:

- Professional Qualification in Social Care or related allied health professions, minimum level 7 (full major award) or eligibility to register with CORU as a Social Care Worker.
- 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.
- Understand 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.
- Experience of demonstrating strong practice within a peer team or leading or managing people or volunteers.
- 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 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 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.