

Job Title:	Service Manager
Reports to:	Head of Client Services
Job Location:	Galway City and county. The post holder will have primary responsibility for the oversight and management of the Galway Simon Community Resource Centre in Ballinasloe and any outreach services provided throughout the county.
Contract Details:	3 year contract
Salary Details:	HSE, Social Care Leader salary scale
Job Purpose:	<p>The successful candidate will be responsible for the set up and development of new and existing services in Galway Simon Community. The post holder will lead and motivate a team of staff and volunteers to ensure the services they have responsibility for are established in line with best practice models and are responsive to the needs of clients. A key goal will be to evidence and promote the work of services working closely with funders and external agencies.</p> <p>A commitment to, and experience of, working within harm reduction and recovery approaches will be a distinct advantage.</p>
Main duties & Responsibilities:	<p>The Service Manager will:</p> <ul style="list-style-type: none"> • Develop and implement project and work plans to successfully develop services. • Work closely with funders and external agencies ensuring services are delivered in line with core objectives and service level agreements. • Work closely with researchers and funders to evidence the work of services demonstrating compliance with best practice models and achievement of specified outcomes. • Lead teams in the running and daily operations of services. • Build relationships with external stakeholders identifying opportunities for development and establishing programmes to meet any needs identified. • Have responsibility for the daily operational management of services ensuring they are in line with best practice. • Have an understanding of Quality Standards and how they apply in a service setting.

- Provide leadership and motivation, promoting a culture of professionalism, accountability and ongoing learning.
- Review, develop and gain support for development or growth initiatives for the service, and oversee their implementation.
- Ensure the service provides high quality, flexible, effective supports for clients and supports them to achieve their goals.

Service Management

- Ensure client support plans are needs led and developed to facilitate clients achieving their goals.
- Continuously develop the services systems and staffing to best meet the needs of those accessing our services.
- Supervise staff in the development of support plans, supporting them to identify, and actively work to overcome any barriers to achieving client goals.
- Ensure the service achieves the targets set out in relation to the performance indicators and standards for the Service.
- Participate fully in the development and review of policies and procedures ensuring they are in line with best practice.
- Ensure clients are involved in the day-to-day running, and development of the Service.
- Ensure clients are fully aware of their rights and their responsibilities.
- Promote joint working with other agencies and service providers to enhance the range of options offered to clients.
- Exercise appropriate control over expenditure to ensure, budget adherence, providing and reviewing clear guidelines for staff.
- To take responsibility for promoting and maintaining good relations with local people and businesses.
- Operate disciplinary and performance procedures when necessary.

Health and Safety

- Ensure that fire procedures and health and safety requirements are understood by staff and volunteers and implemented in line with legislation.

	<ul style="list-style-type: none"> • Act as Deputy Fire Warden and First Aid person as required. • Ensure a safe, healthy and secure environment for all employees, residents and visitors within the service and all other GSC properties. • Conduct all activities in a manner which is safe. • Carry out risk assessments. • Liaise as appropriate in respect of the management and maintenance requirements of the services, meeting agreed response targets. <p>Other</p> <ul style="list-style-type: none"> • To ensure the effective and efficient operation of rota system for all staff. • To participate in the on call management system. • To represent Galway Simon Community at meetings conferences, seminars and other events. • To maintain confidentiality on all matters relating to residents, ex-residents and general Galway Simon Community business. • To adhere to all Galway Simon Community Policies and Procedures currently in operation. • Ensure effective communication through a range of means, with staff and service users. • Any other duties as may be from time to time requested by management. • Please note some Galway Simon services run on a 24 hour basis and the post holder may on occasion be required to work sleepover shifts to ensure adequate cover in a service.
<p>Person specification:</p>	<ul style="list-style-type: none"> • Essential: • A minimum of two years' experience working in a similar role within a social care setting. • Degree in social care or a related discipline. • Must have previous experience of working effectively within a team environment, ideally in a leadership position. • Excellent administrative, financial management and reporting experience. • Excellent understanding of Homelessness and related issues. • Experience of contributing to the review and development of services within a social care/housing setting. • Full clean drivers licence.

	<ul style="list-style-type: none"> • Desirable • Budget management experience. • Communications and media relations experience. • Knowledge of the social welfare system as it relates to housing support and care and familiarity with relevant legislation and policy in social housing. • Experience of working with people who experience homelessness, poor mental-health, addictions or similar. • Candidates must be extremely motivated, highly organised and have an ability to delegate effectively.
<p>To apply:</p>	<p>All applications must be submitted on the Galway Simon Community application form which is available through our website at www.galwaysimon.ie</p> <p>Applications must be submitted to jobs@galwaysimon.ie by 5pm on closing date 20th February 2019.</p>
<p>All job offers will be subject to satisfactory pre-employment medical checks and Garda vetting.</p>	
<p>Galway Simon Community is an equal opportunities employer and welcomes applications from all sections of the community.</p>	