

Service Manager	
Job Location:	Galway
Contract Details:	Permanent Contract, 37 hours per week
Salary Details:	Social Care Manager 01/03/23 salary scale €62,414 - €71,418
What We offer:	<ul style="list-style-type: none"> • 25 Days Annual Leave • Employee Pension Scheme • Employee Assistance Program • Bike to Work Scheme • Occupational Sick Leave Policy • Education Assistance Program – financial support for upskilling/qualifications • Death in Service benefit – 2 times basic annual salary
Job Purpose:	<p>The successful candidate will lead our Services for Women and Families as well as our Homeless Prevention Services. The Service Manager will lead a dynamic and committed team who provide a very high-quality service to the most vulnerable in society. Our clients have experienced the deepest levels of exclusion and the successful candidate will have responsibility to oversee and develop our responses to the needs of our clients creatively and effectively. The successful candidate will have the competence to lead the development of new services including re-structuring and change management. The post-holder will promote Galway Simon Community’s vision, mission and objectives.</p>
Main duties & Responsibilities:	<p>The Service Manager will</p> <ul style="list-style-type: none"> • Have responsibility to lead and motivate a team of staff and volunteers, ensuring the delivery of high-quality services in accordance with best practice • Have responsibility for the daily operational management of services • Have an understanding of Quality Standards and how they apply in a service setting • Promote 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 <p>Service Management</p> <ul style="list-style-type: none"> • Ensure that services operate within all operating procedures that ensure compliance with governance and resource 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
- Ensure that the property and gardens are properly maintained and in a good decorative state internally and externally.
- Ensure the efficient collection and management of accommodation charges and arrears control; anticipate move-on, and ensure voids are kept to a minimum.
- 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.
- Responsible for managing the service budget by exercising control over expenditures, ensuring budget adherence, and providing clear guidelines for staff.
- To take responsibility for promoting and maintaining good relations with local people and businesses.
- Set individual staff clear objectives and performance targets and regularly monitor their performance against these targets, including regular supervision and appraisals of staff and volunteers
- Ensure adequate structures and systems of formal and informal staff support are maintained.
- 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.

Other

- To ensure the effective and efficient operation of the rota system for all staff.
- To participate in the on-call management system.
- Ensure effective communication through a range of means, with staff and clients.
- Any other duties as may be from time to time requested by management.

This Job Description is intended to indicate the broad range of responsibilities and requirements of the position. It is neither exhaustive nor exclusive but while some variation can be expected in particular duties, as the position evolves, the outline is considered to provide a reasonable general description of the position.

Person specification:	<p>Essential:</p> <ul style="list-style-type: none"> ▪ Degree in social care or a related discipline and have already or commit to registering with CORU as a Social Care Worker before end of the grand parenting registration period. ▪ A minimum of two years' experience working in a similar role within a social care setting. ▪ Must have previous experience of working effectively within a team environment, ideally in a leadership position. ▪ Have an appreciation, knowledge and understanding of the difficulties experienced by women in homelessness. ▪ 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. ▪ Have a valid and full clean driver's licence; access to own vehicle for work-related purposes and be able to obtain insurance to indemnify Galway Simon and carry passengers in relation to work-related duties
To apply:	<p>All applicants should submit a CV and Cover letter to jobs@galwaysimon.ie, by 5pm on closing date Sunday 17th November 2024.</p> <p>Applications will be shortlisted on a regular basis, and we may offer the post before the closing date.</p>
<p>Galway Simon Community is an equal opportunities employer and welcomes applications from all sections of the community.</p>	