

Team Leader Emergency Services

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| Reports to: | Service Manager |
| Location: | Galway City |
| Contract Details: | 3-year Fixed Term Contract, 37 hours per week |
| Salary Details: | HSE Social Care Leader 01/03/2023 salary scale €51,666 - €60,336 |
| What we offer: | <ul style="list-style-type: none"> • 25 Days Annual Leave • Employee Pension Scheme • Employee Assistance Program • Bike to Work Scheme • Education Assistance Program – financial support for upskilling/qualifications • Death in Service benefit – 2 times basic annual salary • Occupational Sick Leave Policy |
| Job Purpose: | <p>The successful candidate will be responsible for the day-to-day operations and key working case management of the Emergency Service at Abbey House. They will take an active role in service development, lead and motivate a team of staff and volunteers to ensure that services are safe, align with best practice and are responsive to the needs of clients.</p> |
| Main duties & Responsibilities: | <p>The Team Leader will:</p> <ul style="list-style-type: none"> ▪ Have responsibility for the daily operational management of the Emergency Service for Men, Abbey House, in Galway Simon Community ensuring they operate in line with best practice & the National Quality Standards Framework for Homeless Services. ▪ Provide leadership and motivation, promoting a culture of professionalism, accountability, and ongoing learning. ▪ Ensure the service provides high quality, safe, flexible, effective supports for clients that supports them to achieve their goals. <p>Key Working Case Management</p> <ul style="list-style-type: none"> ▪ Conduct comprehensive needs assessments, develop care plans and co-ordinate work with the clients, staff team and other agencies to facilitate effective client move-on. ▪ Work with clients to resettle them into appropriate accommodation and provide and co-ordinate supports to ensure they can maintain housing in the long term. |

- To foster positive relationships with external agencies in order to maximise the supports and resources available to clients and to help them address the issues which have brought them to homeless services.
- To maintain client file compliance in line with best practice & the National Quality Standards Framework for Homeless Services.
- Ensure the service referral process is transparent, client focused and efficient, and ensure clients are fully aware of their rights and their responsibilities.
- Ensure the efficient collection and management of accommodation charges and arrears control; anticipate move-on, and ensure voids are kept to a minimum.
- To analyse situations where clients may be at risk to themselves or others, record all plans and initiatives to manage and reduce identified risk.

Service Development

- Contribute to the development of service systems and staffing to best meet the needs of those accessing our services.
- Supervise staff in the actioning 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 in the development and review of policies and procedures ensuring they are in line with best practice.

Administration

- Exercise appropriate control over expenditure to ensure, budget adherence, providing and reviewing clear guidelines for staff.
- To maintain all service administration requirements in a timely and effective manner.
- Set individual staff, clear objectives and performance targets
- To manage the effective and efficient operation of the service rosters, ensuring services are adequately staffed at all times, (understanding that Galway Simon services run on a 24-hour basis and that the post holder may on occasion be required to work sleepover shifts to ensure adequate cover in the services).
- Ensure effective communication through a range of means, with staff, clients, and other stakeholders.
- Participate in the Global On-Call system.

Health and Safety

- Ensure that fire procedures and health and safety requirements are understood by staff and volunteers and implemented in line with legislation.
- Ensure that all organisational health & safety checks are carried out systematically in the services.

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| | <ul style="list-style-type: none"> ▪ Act as Deputy Fire Warden and First Aid Responder as required. ▪ Ensure a safe, healthy, and secure environment for all employees, residents, and visitors within the service. ▪ To conduct all activities in a manner which is safe and work in accordance with Health and Safety guidelines. ▪ Ensure that the property and gardens are properly maintained and in a good decorative state internally and externally. ▪ 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 represent Galway Simon Community at meetings conferences, seminars, and other events. ▪ To maintain confidentiality on all matters relating to clients, ex-clients, and general Galway Simon Community business. ▪ To adhere to all Galway Simon Community current Policies and Procedures. ▪ Any other duties as may be from time to time requested by management. ▪ To take responsibility for promoting and maintaining good relations with local people and businesses promoting a positive image of the Galway Simon Community at all times. <p>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.</p> |
| <p>Person specification:</p> | <p>Essential:</p> <ul style="list-style-type: none"> ▪ A minimum of 2 years’ experience working in a similar role within a social care setting. ▪ 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 grandparenting registration period. ▪ Must have previous experience of working effectively within a team environment, ideally in a leadership position. ▪ Excellent administrative, advocacy, and reporting experience. ▪ 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. <p>Desirable</p> <ul style="list-style-type: none"> ▪ Excellent understanding of Homelessness and related issues. ▪ Experience of contributing to the review and development of services within a social care/housing setting. ▪ Previous experience managing budgets ▪ Previous management experience |

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| | <ul style="list-style-type: none"> ▪ Knowledge of the social welfare systems as it relates to housing support 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>Applicants should submit a CV to jobs@galwaysimon.ie, by 5pm on closing date on 1st September 2024</p> <p>If you have any questions in relation to this position, please contact the HR department via email jobs@galwaysimon.ie</p> <p>The Service Manager is available to give an overview of the service and the development plans to candidates if desired.</p> |
| <p>Galway Simon Community is an equal opportunities employer and welcomes applications from all sections of the community.</p> | |