

Director of Specialist Services

Job Description

Job Title	Director of Specialist Services
Location	National Remit – base at 35 North Frederick St, Dublin 1
Reports to	Chief Executive Officer
Purpose	The Director of Specialist Services will ensure the delivery and development of key intensive and clinical services across a number of areas including Social Work, Children & Families Multi-Disciplinary, Residential & Day Services and Young Adults Programmes.

About Chime

Chime is Ireland's national charity for Deaf and Hard of Hearing people, providing advice, direct services, and community support while advocating for equal rights and full inclusion across society.

Founded over 60 years ago, Chime supports Deaf and Hard of Hearing people living in Ireland through core services that include care, technology and advice & information services. Our social groups, technical experts and dedicated centres create a community of inclusivity that helps Deaf and Hard of Hearing people to feel valued and supported. We have a history of advocacy and are proud to work with Deaf and Hard of Hearing people from every walk of life to create change.

Chime advocates for improved lives for Deaf and Hard of Hearing people. We lead the way by offering new and innovative services tailored to various specialist needs. These services, supported by state funding provide life-changing support for our clients. Our aim is to provide high quality services in a holistic-focused and client-centred approach.

At Chime, we are a values-driven organisation, supporting our clients to achieve the best possible outcomes. We promote staff development, enable staff to fulfil their potential while providing top-class service delivery. Chime is a diverse and inclusive work environment where thinking outside the box to achieve our goals is positively encouraged and promoting collaborative working relationships is key in terms of supporting and meeting the needs of our clients.

We have developed a new strategic plan 'Connected Today ; Stronger Tomorrow' for the Organisation mapping out our goals and ambitions through to 2030.

Role Purpose

The Director of Specialist Services will be a member of the senior management team and will contribute both strategically and operationally to the overall success of the organisation.

The role encompasses management and oversight of Chime's specialist services. The Director of Specialist Services will work closely with the CEO in all planning and activity to ensure organisation structure and accountabilities are aligned with strategic and operational requirements, implementing improvements and change as required. The Director of Specialist Services will serve as a strategic advisor to the CEO, Senior Management Team and Board, and will be a spokesperson for the organisation.

Key Responsibilities

The Director of Specialist Services will be the lead position for the delivery and future development of our more high support services. There are currently 6 Services with approx. 40 staff including 5 direct reports.

Service Delivery

- To oversee the day-to-day operations of service provision.
- To ensure a client-centred culture across the services that delivers strong referral pathways and excellent support and care planning.
- To ensure that case management systems are monitored and regularly reviewed.
- Ensure changes and improvements to service provision are based on service users' needs and best practice.
- Develop and implement an annual operational service plan in line with agreed annual strategic plan priorities.
- Monitor and review clinical record keeping systems with a focus on outcomes.
- Ensure accurate records and documents are maintained on the Chime database.
- Prepare and progress strong business cases for future service growth and development
- Ensure a good process for risk management is prioritised and adhered to.
- Monitor and evaluate the effectiveness of service provision through data collection, trend analysis, service user and staff feedback, evaluations and audits.
- Network, liaise & represent Chime in public fora advocating on behalf of the organisation.

Staff Support and Management

- Provide consistent and excellent leadership skills to support staff in the delivery of all areas of their roles.
- To provide support and supervision to staff.
- To oversee the training and development needs of staff, including their CPD requirements.
- Ensure effective staff recruitment and selection in collaboration with HR
- Oversee strong performance and staff development through proactive coaching and performance management processes.
- Promote and support innovation and adaption to change at individual and team level.

Service Governance

- Ensure the Residential Service operate in accordance with HIQA regulations and national standards including assuming the role PPIM
- Ensure Day Service national standards adhered to.
- Ensure all aspects of service provision is delivered in line with budget and agreed SLAs with the HSE and other funders.
- Develop and maintain policies and procedures relating to service delivery.
- Instil a culture of continual improvement and operational excellence.

Personal Attributes

- Respect for the Chimes values and ethos.
- Sound judgement and strong decision-making skills.
- Ability to innovation and manage organisational change. Engagement and communications skills.
- Ability to consult, liaise and negotiate with service users, and a multitude of stakeholders including healthcare professionals.
- Demonstrate effective analytical, problem solving and decision-making skills.
- Capacity to manage a wide range of activities at once and effectively work under pressure.
- Ability to contribute proactively, positively, and effectively across the organisation.

Qualifications and Experience

- Have a proven track record of 3-5 years' experience at a senior management level in a similar role.
- Relevant university degree
- Detailed knowledge and experience of relevant regulations and practices.
- A level 3 ISL qualification or willingness to achieve same.
- Experience in a residential service will be an advantage.

Note

The role has a national remit with a head office base at 35 North Frederick St, Dublin.