

## **EXPLORE Team Leader (Temporary cover)**

### **Job description**

Chime is the National Charity for Deaf or Hard of Hearing People. We support people in the Community through our network of Resource Centres and Clinics nationwide. Our aim is to positively impact the lives of our clients through the provision of Advice & Information, Care Services and Assistive Technology. A key objective is to provide services in a holistic-focused and person-centred approach in line with the values of the organisation.

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 to supporting and meeting the needs of our clients.

The Explore Programme provides one-to-one support for Deaf and Hard of Hearing people to achieve their educational and employment potential. Working closely with employers and educational and vocational institutions, participants are supported to explore their options, build skills, and actively participate in education and employment.

### **Primary duties and responsibilities:**

- Responsibility for the day-to-day running of the Explore service in conjunction with the Director of Specialist Services, Senior Management Team, and in line with the programme funding agreements.
- Ensure the delivery of Explore mentoring services in accordance with legislation, policies and procedures, guidelines and best practice.
- Provide regular staff 1:1 meetings and annual appraisals, consistent with current Chime practice.
- Chair, attend and manage all Explore team and planning meetings– given the locations of the team, and resource constraints, it is advised that these meetings mainly happen online with 2 in person meetings agreed in advance.
- Responsibility for National overview and organisation of Explore workshops.
- Actively promoting continuous improvement, raising standards and evidence based-informed good practice, advising, maintaining and developing high standards of work practice.
- Accountable for ensuring that all safeguarding, child protection and Children First procedures are implemented in compliance with legislative and regulatory frameworks and Chime organisational policy and practice.

- Accountable for establishing, auditing, maintaining and improving procedures for recording and reporting, including Salesforce. Liaise with statutory and other voluntary agencies on individual cases or on group issues.
- The appointed Mentor Team Leader will initially retain the current referrals and cases in their area. This will be reviewed on an ongoing basis.
- Assist with the recruitment and selection of staff, as required.
- To promote positive engagement and relationship building with educational institutions and employers to form a key outcome for the programme.
- To build curriculum to meet specific needs by identifying clear pathways for transition in terms of overcoming skills deficits and gaps in knowledge to ensure increased chance of success for Deaf and Hard of Hearing people in further education, employment, and vocational training.
- Change and adapt to new programmes and models of service in line with evidence-based research and required training.
- Deliver agreed intervention programmes, as required.

### **Education, Qualifications and Experience**

- Appropriate third level qualification such as Social Care, Guidance Counselling, etc.
- 2 to 3 years' experience managing teams.
- Experience planning, developing, delivering and forecasting of community services.
- Proficiency in ISL an advantage but not a requirement as ISL training will be provided.
- Knowledge of Deafness and the Deaf Community an advantage.
- Full driver's license and access to car required.

This role can be based in our Tullamore, Dundalk, or Dublin (city centre) resource centres. Travel would be required to cover the following areas: Meath, Louth, Longford, Offaly, Cavan, Westmeath, Monaghan, and Dublin.