

## **Acting Residential Services Manager**

### **Job Description and Person Specification**

#### **Summary**

The role of the Service Manager is to support and assist our Deaf clients in every aspect of activities of daily living to live valued lives of optimal independence and participation in activities within the home environment and/or in the community. This is a leadership role supporting and supervising staff maintaining strong working relationships within the team. In addition, the Service Manager will support the Director of Specialist Services in developing services throughout their region.

This service is registered with HIQA and the Residential Services Manager will act as the Person in Charge (PIC).

#### **Key Duties and Responsibilities**

##### **General duties**

- To be professional at all times, in keeping with the overall culture, philosophy and policies of Chime. To be aware of the management structure, specific responsibilities held by Manager and Director of Specialist Services and how they relate to the working area.
- To liaise with the Director of Specialist Services on issues affecting staff and general management of the service to ensure practice standards are adhered to. Attendance and participation in management meetings will be required.
- Be proactive in making links with community resources e.g. local college, social clubs, voluntary groups etc. and to assist in meeting the support needs of individuals in accordance with their person-centred plans.
- Attend regular supervision sessions with the Director of Specialist Services.
- Other duties as may be requested by the Director of Specialist Services.

##### **Managing the service**

- To be actively involved with the management team in planning and following through admission and discharge procedures including service level agreements (SLA's).
- Responsibility for the development of staff rotas based primarily on the needs of clients and the smooth running of the service. Ensuring rotas are fair and equitable for all staff.
- Manage the Quality Assurance requirements of the Service including ensuring that the quality standards of the Organisation, as set out in the Operations Manual, Staff Manual and Health and Safety Statement are upheld and maintained.
- Set standards for staff practice in daily routine.
- Overall management of Chime service and all personnel providing the service in compliance with the duties of their roles. This can include employees, volunteers, CE and TUS participants.
- Responsible for ensuring clients and employee information is captured and kept up-to-date on organisational information systems.
- Participate in Working Groups as required.
- Participate in the Organisation's On-Call service as a support to your own and other services.
- Recruitment of all new posts required in the service.

##### **Clients**

- Participate in the referral and assessment processes for new referrals in the area in conjunction with the clinical team and Director of Specialist Services

- Facilitate and co-ordinate the daily independence of clients within the unit /community by working with them and their family
- Responsible for ensuring that Person Centred Plans are established, adhered to, reviewed, and developed
- Responsible for ensuring that the staff team accurately record the daily activities as per the person-centred plans and review/write reports for reviews etc.
- Manage the community and care activities of the service in collaboration with the clinical team
- Close liaison / communication with relatives ensuring concerns are dealt with efficiently through the correct channels
- Work with the Director of Specialist Services in developing existing and new services

#### **Finance**

- Manage the budget for the local service
- Provide monthly information to the Director of Specialist Services and to Finance office on petty cash management
- Provide payroll returns for all rostered staff on a monthly basis
- Manage the local purchasing requirements for the service

#### **Representing the Organisation / Community Links**

- Work in partnership with appropriate voluntary agencies / support groups, statutory services and HSE programmes etc.
- Represent Chime at local forum groups as required
- Be responsible for ensuring that staff teams are making links into the community with clients
- Build links with our stakeholders and external bodies to promote awareness in the community ensure the continuation and growth of the service.

#### **Procedural Responsibilities**

- Be responsible for the management of all attendance issues, including rotas, annual leave, sick absence etc.
- Operate the Performance Management process for staff
- Liaise regularly with the Director of Specialist Services on resource requirements, maintenance of the service.
- Ensure completion of the weekly programme for the services and ensure review meetings are held and chaired, as required.
- To be actively involved in the induction programmes of new employees.
- To supervise staff and delegate tasks where appropriate to the role and development of staff.
- Inform relevant parties of any untoward accident / incident, in accordance with Chime's Accident/Incident Reporting Procedure.
- Refer staff problems to the Director of Specialist Services where necessary
- Be willing to and able to drive any vehicle that may be attached to the Service, to maximise the use of community services.
- Carry out sleepover duties in exceptional circumstances if required. (Staff are required to remain on the property.)

#### **Health and Safety**

- Take responsibility to ensure that relevant Health & Safety guidelines of the Organisation are met and that all staff are aware of the Health & Safety requirements of the services.
- Take personal responsibility for participating in mandatory training to ensure safe practices.
- Ensure the safety of clients as far as possible.

## **Qualifications and Experience**

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- A relevant 3<sup>rd</sup> level qualification in the Health care sector e.g. Occupational Therapy, Physiotherapy, Nursing, Social Work, or other relevant therapeutic profession.
- A management/leadership qualification/training is desirable.
- Full driving licence

### **Essential Experience**

- At least 3 years post graduate experience in a relevant health care setting.
- ISL skills desirable.
- Previous work experience in a health care area in either residential or community services
- A minimum of 3 years people management experience is required
- Previous experience of leading, managing and developing staff teams. To be able to manage individual performance and support staff in their personal development, creating and building team spirit.
- Experience in the provision and development of care/rehabilitation plans, verbal, written, report writing and presentation skills.
- Excellent time management and organisational skills with an ability to prioritise and deliver on realistic agreed service goals.
- Budget management experience.
- Experience of planning, developing, delivery and forecasting
- IT skills that include Word and Microsoft Outlook
- An ability to manage conflict and problem solve.
- Excellent inter-personal and communication skills.
- Ability to work on own initiative and as part of a multi-disciplinary team
- Enthusiastic, flexible, adaptable, diplomatic
- Show leadership and be open to change
- Be self-motivated, able to plan, organise and prioritise own work
- With attention to detail be able to process and distribute information and follow clients plans etc.
- An ability to adapt to changing situations quickly

### **Desirable**

- Previous experience in the area of deafness desirable though not essential.
- Be experienced in the provision of care and holistic services with person centred plans at the heart of the organisation.
- Management of a 24/7 residential service desirable.
- Experience of Social Care.
- Knowledge of the systems of care and services available in the disability sector in Ireland.

### **Competencies**

- **Person Centred & Advocacy**
  - support & empower individuals to identify and pursue their needs
- **Commitment to achieving the highest level of Professional Service**
  - demonstrates a commitment to highest standards of quality service and outcomes.
- **Using own initiative & Judgement**
  - identifies service gaps and ways of improving processes and services
- **Impact & Outcomes Focused**

- focus resources to achieve your outcomes and assist others to set and achieve their outcomes
- **Managing Staff & Performance**
  - providing direction and support, reviewing personal performance and that of others, motivating others and promoting equality and diversity. Displays leadership qualities and holds themselves and others accountable for delivery of objectives.

#### **Key Performance Indicators (KPI's)/Outcomes**

- Excellent working relationships across Chime
- Employees should plan work, using initiative and maintaining a high standard of service at all times.
- Employees must treat clients, visitors and other team members at all times with respect and dignity.
- Employees must always be aware to maintain the dignity of clients, particularly in the areas of personal care.
- Ensure the clients right to privacy and choice are respected.
- Ensure the need for confidentiality when possessing knowledge of a private and personal nature about clients and their families.
- At all times work within the Health and Safety guidelines of Chime.
- Take personal responsibility for participating in mandatory training to ensure safe practices.

#### **Other Requirements**

- Travel as required. Full driving licence with access to a vehicle
- The applicant should be in good physical and mental health
- Available to work flexible hours on a 7-day rota that may include night, sleepover, and weekend work. The hours of work will be 39 hours per week for a full-time staff member and will alternate between a fixed or varied roster from time to time so as to serve best the interest of the client.
  - The sleepover person may be awoken in the case of an emergency or an untoward incident. Staff are required to remain on the property.
  - The appointee may be expected to be on-call after normal hours and to be available within reasonable time to deal with emergencies. The person appointed shall also work reasonable additional hours when directed.
- Employees must attend training days and educational updates, particularly in the areas of lifting techniques, fire drill and in-service development.

*This Job Description is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time.*

***Chime is an Equal Opportunities Employer***