



Residential Team Leader (Protection and Safeguarding)

Job Title:	Residential Team Leader (Protection and Safeguarding)
Location:	Residential Service currently covering 2 locations in North Dublin
Reports to:	Residential Service Manager
Purpose:	Lead out and promote best practice in protecting and safeguarding Chime's Residential Service clients.
Working hours:	Full time or part time

About Chime

Chime is Ireland's national charity for Deaf and Hard of Hearing people, dedicated to creating a fully inclusive society. For over 60 years, we have provided advice, care, technology, and community support, helping people feel valued, connected, and empowered.

Our social groups, technical experts, and dedicated centres create a supportive community where Deaf and Hard of Hearing people feel valued and connected. With a proud history of advocacy, we work alongside people from across society to drive meaningful change.

Chime is committed to improving lives by offering innovative, tailored services that meet a range of specialist needs. Backed by state funding, these services make a tangible difference for our clients. Our approach is holistic, client-centred, and focused on delivering the best possible outcomes for every person we support.

At Chime, we are a values-driven organisation that believes in supporting our staff to grow, thrive, and make a real difference. We have almost 100 employees across a network of 12 resource centres and 2 residential services. Collaboration, creativity, and thinking outside the box are at the heart of how we work — and we are committed to a culture where everyone can contribute and reach their potential.

Our new strategic plan, *Connected Today; Stronger Tomorrow*, sets out our ambitions to 2030, guiding how we deliver services, develop our people, and build an even stronger, more inclusive community.

Role Purpose

The Residential Team Leader (Protection and Safeguarding) is a key member of the Residential Service Leadership Team, responsible for leading out and promoting best practice in protecting and safeguarding Chime's Residential Service clients.

This role will help shape the service to promote a rights based service when the residents feel safe, protected and empowered to live their best lives.

This role will take a strong lead in ensuring best practice is promoted taking account of the will and wishes of the residents, the strength and experience of the team and external guidance and standards from the HSE and HIQA.

Key Responsibilities

A. Safeguarding Plans

- Working closely with the Residential Team Leaders and Designated Officers ensure all safeguarding issues and concerns are properly addressed.
- Oversight of external reporting in relation to safeguarding concerns (not direct responsibility for the recording of incidents or making notifications to HIQA).
- Promote training and development for the team as required.
- Promoting best practice of recording and documentation of plans and incidents.

B. Risk Assessment

- Lead out on the development and implementation of the Risk Register for the Service, promoting positive risk where appropriate.
- Ensure good processes for the review and analysis of risk
- Promote best practice for the appropriate response to the risks considered and identified.
- Promoting best practice of recording and documentation of risk and risk assessments.
- Support the Residential Service Manager and Team Leaders to ensure all Health & Safety requirements of the service are met.
- Take personal responsibility for participating in mandatory training to ensure safe practices.

C. Resident Rights

- Promote best practice in ensuring Resident rights are at the heart of the service.
- Work with the Residential Service Manager and Team Leaders together with the residents and their advocates to ensure that the Residents views and wishes are respected and factored into the service.

D. Leadership Role

- To assist with the running of the service as required by the Residential Service Manager. This might include but not be limited to assistance with roster planning and implementation, implementation of individual risk assessments, policy development, day to day activities.
- Act as a deputy Person In Charge.

E. Other Duties

- From time to time as required, cover shifts provide 'on the floor' support to the residents.
- Ad hoc duties as required by the Residential Service Manager.

Personal Attributes

- Values-led leader with a strong commitment to Chime's mission and the inclusion of Deaf and Hard of Hearing people in the delivery of person-centred services.

- Strategic thinker who turns organisational vision into practical people initiatives, leading change and encouraging innovation and continuous improvement.
- Comfortable working at senior leadership level, acting with integrity and sound judgment, and able to influence and challenge constructively.
- Effective communicator and relationship builder, capable of engaging diverse stakeholders across multiple service locations.
- Resilient and adaptable, able to manage competing priorities in a dynamic environment.

Qualifications & Experience

- Minimum 3 years' experience working in a HIQA registered Designated Centre. progressive senior HR / People leadership experience, including executive-level roles.
- A relevant 3rd level qualification (or working towards one) in the Human Services sector is required. e.g. Health & Social Care.

Other Requirements

- Full driving license, and access to own transport.
- Travel as required.
- 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 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.

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