Job title	**Service Manager**
Closing Date	Close of business on Friday 27th May 2022
Proposed Interview Date(s)	Week commencing Monday 30th June 2022
Taking up and Maintaining Appointment	Candidates who are successful at interview will only take up the position when mandatory training and compliance criteria including references, reference checks, Garda vetting, overseas police checks (where applicable), and verification of qualifications have been completed to the satisfaction of Three Steps.
Location	Based in Three Steps head-office. Frequent travel to centres, training, meetings etc. is also required.
Reporting Relationship	Director of Care
Purpose of the Role	**Children's Residential Centres:** Line managing up to five centre management and care teams who are responsible for the delivery of *safe, compassionate,* and *professionally informed care* to the children and young people placed in the centre with the primary aim of *addressing any issues that are preventing them from living at home or in foster care*. To do so up to a point to be determined by their age, need or development, whereby circumstances are such that it becomes more feasible to help prepare them to live independently with/without the support of aftercare services. **Child and Adult Disability Centres:** Line managing up to five centre management and care teams who are responsible for the delivery of *safe, compassionate, and professionally informed care* to the children, young people and adults placed in the centre with the primary aim of encouraging them to *live their best lives*, while supporting them to *reach their potential* and *achieve their goals*, now and into the future.
Principal Duties and Responsibilities	**Main Duties** Line managing up to five centres and acting at all times in accordance with Three Steps Policies and Procedures, making sure that centre management: **1. Care** 1.1. Create and maintain a safe, caring and professionally informed environment for the children, young people and adults placed in the centre. 1.2. Physically intervene to keep and/or make safe the children, young people or adults placed in the centre and to ensure the necessary consents are in place to do so. 1.3. Ensure the rights and responsibilities of each child, young person or adult placed in the centres are promoted and upheld.

1.4. Ensure the physical, emotional, social, and spiritual wellbeing of each child, young person or adult placed in the centre is maintained.

1.5. Ensure the children, young people or adults who have been placed in the centre are encouraged and supported to attend school, training, day services, medical, clinical, and other professional appointments.

1.6. Ensure parent(s), foster parent(s), family members, placement supervisors and other professionals involved in the provision of care to the children, young people or adults placed in the centre are authorised to visit and made feel welcome in the centre.

1.7. Ensure age-appropriate play, social and exercise related activities with the children, young people or adults placed within the centre is encouraged, facilitated and that care team members participate in these activities when on shift in the centre.

1.8. Ensure the children, young people or adults placed in the centre are encouraged, facilitated and supported to participate in prosocial, community-based activities and that care team members actively role model this behaviour when on shift in the centre.

1.9. Ensure that the children, young people or adults placed in the centre are safely and respectfully assisted to maintain their personal appearance and hygiene.

1.10. Ensure care team members prepare and provide nutritious, well-balanced meals to the children, young people or adults placed in the centre that they enjoy eating and/or are willing to try, following consultation with them.

1.11. Ensure the children, young people or adults placed in the centre have suitable and sufficient, clean clothes and footwear available to them at all times that they have chosen and are happy to wear.

1.12. Ensure the children, young people or adults placed in the centre have suitable and sufficient, clean bedding, towels etc. available to them at all times and that they are supported and encouraged to keep their personal space and belongings clean and tidy.

2. Care Practice

2.1. Ensure that the children, young people, or adults in the centre are consulted about and empowered within their lives, including their life within the centre, and that their voice is always heard and reflected in their Programme of Care.

2.2. Ensure each child, young person or adult placed in the centre has a comprehensive and up to date Programme of Care that is being effectively implemented and to inform the Director of Care if, for any reason, this is not possible.

2.3. Inform the Director of Care if, for any reason, a policy or procedure cannot be implemented and/or is negatively impacting care for any reason.

2.4. Report clearly and without delay, any issues negatively impacting the delivery of safe and effective care, the Director of Care.

2.5. Appropriately and constructively challenge any team member whose care practice is not in keeping with each child, young person or adult's Programme of Care and/or the standards of care expected within the service.

2.6. Are aware of and act in accordance with current legislation, regulation, standards, and best practice in relation to the provision of safe and effective care.

2.7. Ensure care team members are directed in the operation of every shift through effective use of the centre's Shift Transfer process and to review the efficacy of same on an ongoing basis – reflecting learning and quality improvement as needed.

2.8. Respond promptly upon receipt of any expression of dissatisfaction, complaint, adult safeguarding concern, child protection concern or disclosure which is raised in relation to a child, young person or adult placed in the centre.

2.9. Ensure all care team members, including centre management, are aware of and act in accordance with all emergency procedures and to know who to contact should an emergency arise.

2.10. Prepare for and lead professional meetings that are held in relation to the children, young people or adults placed in the centre and/or to their Programmes of Care where this is necessary to support centre management and/or to secure a positive outcome for the child, young person or adult concerned.

2.11. Prepare for and lead professional supervision in which the children, young people or adults placed in the centre are always the primary focus.

2.12. Ensure the effective operation of all centre-based documentation systems relating to the care provided in the centre and to the administration and management of that care.

2.13. Make accurate, written and verbal reports relating to the care provided to each child, young person or adult placed in the centre– including reporting on their Programme of Care and participating in the service Planning and Coordination Meeting when requested to do so.

2.14. Ensure any incidents / accidents involving the children, young people or adults placed in the centre are recorded accurately, reported promptly and responded to effectively.

2.15. Ensure the incidents / accidents, including the nature and frequency of same, are reviewed on an ongoing basis with a view to ensuring that the future occurrence of same are prevented where this is possible.

2.16. Ensure that key-working, the management and administration of medication and other day-to-day tasks relating to the provision of care and/or the operation of the centre are carried out as needed.

2.17. Ensure the centre is prepared to undergo inspection /audit at all times and that any recommendations made are addressed within agreed timeframes.

3. Supporting Care Practice

3.1. To ensure all care team members, including centre management, participate in the in-service training and professional development related assignments that have been identified as being necessary in consultation with them, through the centre's bi-annual Training Needs Analysis.

3.2. Ensure all care team members, including centre management, adhere to all Fire Safety and Health and Safety related requirements as specified by the local fire safety authority and/or the Three Steps Health & Safety Officer.

3.3. Ensure all care team members, including centre management, undertake various aspects of centre upkeep including keeping the centre office and public spaces clean, tidy, and free from clutter including centre furniture, furnishings and vehicle(s) and equipment.

3.4. Ensure all care team members, including centre management, are accountable for any money spent on behalf of Three Steps during the course of duty.

3.5. Ensure all care team members, including centre management, adhere to all Data Protection related policies and procedures that are applicable with the centre and to safeguard Three Steps proprietary policies, procedures, systems and tools from unauthorised access and theft.

3.6. Ensure all care team members, including centre management, treat everyone working in or visiting the centre fairly, with dignity and respect.

3.7. Ensure all care team members, including centre management, are part of a working environment where bullying, harassment and sexual harassment are not tolerated.

3.8. Ensure all care team members, including centre management, perform any other duties that may be assigned by you from time to time.

4. Leadership

4.1. To be responsible for the safe and effective operation of the centres you have been assigned and for all decisions made by you in respect of same.

4.2. To prepare reports and participate in professional meetings when requested to do so by the Director of Care, ensuring that all records relating to those meetings are maintained to a high standard.

4.3. To ensure care team members, including centre management, are given regular professional supervision.

4.4. To participate in the provision of an on-call service as part of an on-call roster.

5. Management

5.1 To line manage all Centre Managers in the centres to which you have been assigned.

5.2 To take responsibility for and participate in the on-going planning and strategic development of each centre and of the service when requested to do so by the Director of Care.

5.3 To ensure the appropriate use of resources in the centres to which you have been assigned at all times.

5.4 To consult with the children, young people and adults placed in the centre(s), their families, management, care team members and external stakeholders about the nature and their experience of providing / care within the centre to the Director of Care.

5.5 To provide such reports, statistics etc. when requested to do so by the Director of Care.

5.6 To participate in the recruitment, selection and appointment of centre management and care team members when requested to do so by the Director of Care.

	5.7 To ensure suitable rosters are arranged for the centres to which you have been assigned and that designated care team resources are managed, ensuring that resourcing levels and skill mixes in the centre(s) are appropriate and within the resource allocation. 5.8 To ensure centres identify the training and development requirements needed to meet the needs of the children, young people or adults placed in the centre, and that they facilitate centre management and care team members' attendance at training on an ongoing basis. 5.9 To ensure the centres to which you have been assigned maintain staff and centre management-related records securely and to a high standard. 5.10To oversee and/or ensure that issues relating to care, risk, accidents, incidents, inspections, audits, complaints, child protection concerns / disclosures, vulnerable adult reports, grievance, workplace and disciplinary reviews relating to the centres to which you have been assigned arere addressed effectively and in a timely manner without exception. 5.11 To perform any other duties as may be requested by the Director of Care including but not limited to, providing cover in his/her absence. **The above Job Description is not intended to be a comprehensive list of all duties involved and consequently, Service Managers may be required to perform other duties as appropriate to the position which may be assigned to him/her from time to time and to contribute to the development of the position while in role.**
Eligibility Criteria Qualifications and/or Experience	Health A candidate for and any person holding the role must be fully competent and capable of undertaking the duties attached to the role and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service. Character Each candidate for and any person holding the office must be of good character. Qualifications and Experience A Level 8 degree in Social Care ***and*** A minimum of 3 years managing a Children's Residential Centre or Child, Young Person or adult Disability Service ***or*** A Level 7 qualification in Social Care ***and*** A management qualification suitable for a health or Social Care setting ***and*** A minimum of 3 years managing a Children's Residential Centre or Child, Young Person or adult Disability Service ***and*** The requisite knowledge and ability for the proper discharge of the duties of the role *Exceptional candidates who do not meet all the criteria above may be considered for the role at the discretion of the CEO.*
Skills, Competencies and/or Knowledge	Professional Knowledge Aftercare

	Behaviour Management Care, Placement & Personal Planning Child Development Child Protection Children in Care related legislation, regulation, policy, procedures and standards Disability related legislation, regulation, policy, procedures and standards Group / Team Dynamics HIQA Standards / Processes HR Processes Infection Control Inspection Processes Management in Social Care Needs Assessment Professional Supervision Risk Assessment & Management Safeguarding Vulnerable Adults Sectoral Dynamics Staff Development Core Aptitudes Ability to Seek Advice as Required. Child Protection Concern / Disclosure Management Skills Committed to Safeguarding Vulnerable Children, Young People and Adults. Communication Skills Computer Skills Complaint Management Skills Crisis Management Skills Decision Making Skills Empathic Skills Financial Management Skills Grievance Management Incident Management / Review Skills Innovation Interest / Enthusiasm Interpersonal Skills Leadership Skills Management Skills Motivation Non-Judgemental Attitude Organisation and Administration Skills Policy / Procedure Development Skills Problem Solving Skills Report writing / Record Keeping Skills Risk Management Systems Development Skills Time Management Skills Unconditional Positive Regard toward Vulnerable Children, Young People and Adults.
Other Requirements Specific to the Role	– Flexibility in the performance of all duties to meet the needs of the service. – Participation in a management on-call roster. – Full, clean driving licence. (manual) – Eligible to work in Ireland. – Fluent in written and spoken English.

Shortlisting	Applicants may be shortlisted for interview based on information supplied in their CV and/or in the application form they have completed. Shortlisting criteria are based on the requirements of the post as outlined in this document.
Confirmation of Acceptance	I have read and understand the role as outlined, and I commit to delivering it to the best of my ability. Name: _____ Signature: _____ Date: _____