Who are we?

Positive Futures is positive about people. We transform peoples' lives every day. We support people who have a learning disability, acquired brain injury and autism.

The bottom line is this: wonderful things can and do happen when people get the right support, at the right time, from the right people.

What does a Service Manager do?

Put simply, your job is to manage and develop a high-quality service which meets the needs and aspirations of the people we support. To provide leadership to the staff team(s). To be responsible for ensuring current and newly referred individuals receive high-quality person-centred support. To provide direct support to the people we support, to staff and volunteers and promote best practice.

Who will I be supporting?

You can find out about the person you will be supporting in the attached document: **'Meet me, support me'**.

POSITIVE FUTURES

Job Title	Service Manager | Person in Charge
Reports to	Operations Manager

Purpose of Role

To manage and develop a high-quality service which meets the needs and aspirations of the people we support. To provide leadership to the staff team(s). To be responsible for ensuring current and newly referred individuals receive high-quality person-centred support. To provide direct support to the people we support, to staff and volunteers and promote best practice.

Main Responsibilities

Management and Leadership

- Assume full responsibility and accountability for the day-to-day management of the service and act as the “Person in Charge”.
- Be responsible for the delivery of all aspects of a high quality service ensuring it is compliant with internal procedures and external regulatory requirements.
- Provide leadership and act as a role model to all staff, ensuring that the strategic aims of Positive Futures are communicated and realised in the work that is delivered within the service.
- Promote a culture that values diversity and respect in the workplace.
- Ensure mechanisms are in place to keep staff up to date with relevant legislation, regulation and Government policy. This means that team(s) understand and work within the requirements of relevant legislation and regulation.
- Act as the key point of contact for the people we support and their family members, multi-disciplinary teams and other professionals.
- Monitor the quality of the service in line with policy and regulation, to include developing and reviewing Quality Improvement Plans.
- Ensure staffing is at the agreed levels.
- Participate in external “case management” reviews as required.
- Take part in the on-call rota as required.

Professional

- Be responsible for the co-ordination, assessment, planning, implementation and review of standards of care for the people we support according to organisational standards and Health Information and Quality Authority (HIQA) Standards for Residential Services for Children and Adults with Disabilities.
- Ensure own practice is in accordance with any relevant professional guidelines, organisational and national policies, protocols, guidelines and current legislation.
- Manage own workload in accordance with the needs of the post.
- Encourage evidence-based practice.
- Maintain professional standards in relation to confidentiality, ethics and legislation.
- Lead and implement change, with particular reference to recommendations relevant to the service.
- Seek advice and assistance from your manager with matters that prove to be beyond the scope of your professional competence in line with principles of best practice and good governance.
- Observe, report and take appropriate action on any matter which may be detrimental to the people we support's care or wellbeing / may be inhibiting the efficient provision of care and support.
- Have a working knowledge of the HIQA Standards as they apply to the role, for example, hygiene standards.
- Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient service.
- Engage in continuing professional development by keeping up to date with relevant literature, recent research and new developments in management and practice and in the area of intellectual disability / autism and to attend staff study days as considered appropriate.
- Ensure the necessary administrative records and reporting arrangements are maintained and contribute to quality assurance by assisting in data collection.
- Adhere to relevant policies in relation to the care and safety of any equipment supplied for the fulfilment of duties.
- Ensure that equipment used for the "care" of the people we support is maintained to an appropriate standard.
- Ensure compliance with legal requirements, policies and procedures affecting the people we support, staff and other service matters.

Organisational Development / Growth

- Create growth plans and implement strategies to achieve these plans.

- Take lead responsibility for specific growth initiatives and referrals to the service.
- Proactively engage with the HSE and other relevant bodies to develop mutually beneficial professional relationships.
- Raise awareness of Positive Futures' work and the options and opportunities it can offer the people we support.

Staff and volunteers

- Oversee the management of all staff and volunteers in the service, ensuring they are recruited, trained and competent in their roles, and leave the organisation in line with Positive Futures' policies and procedures.
- Ensure all staff are fully inducted into their role and are supported and enabled to perform their role.
- Manage the performance of staff through setting clear expectations of the role and responsibilities for each position in line with the plans for the service and the overall strategy of the organisation.
- Ensure that staff have the required skills and knowledge to fulfil their roles effectively through coaching, mentoring and supervision. Put in place development plans to address any skills deficit and assess progress.
- Have overall responsibility for ensuring staff complete the required training in line with internal and regulatory requirements.
- Identify staff learning and development needs based upon Person Centred Supervision and direct observation of staff and ensure these are met in order that staff are competent in their roles and equipped to respond to the needs of the people we support.
- Coordinate and participate in team meetings as appropriate, communicating and working in co-operation with other team members.
- Ensure that effective communication, administrative, information and technology systems are in place and that these are maintained, reviewed, and developed in order to enable all staff to use these systems when fulfilling their duties.
- Encourage effective two-way communication between staff in the service and the wider organisation e.g. by attending Service Team Meetings and encouraging all staff to contribute to the Joint Consultative Committee.
- Provide leadership and direction to staff in the use of person-centred thinking tools and person-centred approaches to ensure that the people we support have full and valued lives.
- Take part in Person Centred Supervision and Appraisal with your line manager and to carry these out with relevant staff.
- Apply confirmation in post (probation) and performance management procedures and oversee decisions regarding ongoing employment of staff.

- Positively promote volunteering within the service, be familiar with volunteer processes and encourage volunteers in their role.

The people we support

- Listen to the individual's wishes and support the person to advocate for themselves.
- Form a positive relationship with the people supported.
- Ensure that the people we support, and others are treated with dignity and respect.
- Encourage people to make decisions based upon informed choice and speak up for themselves, whilst recognising their responsibilities.
- Oversee the co-ordination of support planners (rosters) within the service.
- Oversee medication management and recording.
- Promote and encourage the involvement of the people we support in the everyday management and delivery of the service and the wider organisation.
- Communicate verbally and/or in writing results of assessments, support plans and recommendations to the team and relevant others.
- Plan "move on" or "exit" of individuals between services as appropriate.
- Oversee the assessment, planning, co-ordination and review of person-centred support plans.
- Carry out audits of the people we support to include financial, health and safety, person centred plans, medication.

Health and Safety / Risk Management

- Lead the integration of risk management and controls in the service, escalating reports of any risk and considering mitigating actions as required. This includes regular review and updating of the risk register.
- Comply with risk management policies, standards, processes, procedures and guidance, as applicable to your role.
- Ensure that staff are aware of any risks and controls in the workplace, and of how to report any risk concerns, issues or problems as and when required.
- Be aware of and enforce Health and Safety Regulations applicable to the working environment and adhere to same in the service.
- Ensure that incidents are reported as required and maintain records of these relating to the people we support, staff, and others as appropriate.
- Act as the point of escalation for people we support, family members, multi-disciplinary teams and others.

Finance

- Ensure that the service is resourced appropriately and expenditure controlled in line with budget requirements.
- Have overall responsibility for managing the service budget in line with the organisation's policies and procedures.
- Actively engage in budget preparations for the service each year.
- Identify and implement efficiency savings as part of effective budget management.
- Oversee the management and recording of people's financial affairs ensuring that the people we support access all State benefits that they are entitled to.

Other

- Work in a way that treats everyone equally and fairly.
- Work to a good standard in line with statutory and regulatory requirements and Positive Futures' Policies and Procedures.
- Promote Positive Futures' Mission, Values and Code of Conduct in all areas of your work.
- Adhere to any relevant Code of Conduct and Ethics as required.
- Accurately maintain and store records within the service ensuring the confidentiality of the people we support.
- Be responsible for records management in the service ensuring that all records are maintained in an efficient and professional manner in accordance with data protection.
- Read, understand and follow policy, keeping aware of new policies and policy changes and contribute to policy development as appropriate.

- Use ICT systems in order to carry out the duties of the post.
- Represent Positive Futures, as appropriate, to include participation in special interest / working groups. Develop and maintain positive professional working relationships with funders, key individuals and agencies in the interests of the people we support.
- Undertake and assist on ad hoc projects as and when required.

There may be occasions when the job holder is required to fulfil some duties outside of normal working hours and flexibility is therefore essential.

All Positive Futures' staff are expected to have regular contact with the people we support. This means that we are available to them so that their views and aspirations are made clear and are kept at the forefront of our work.

This Job Profile is not restrictive, and the job holder may be required to undertake any other duties and responsibilities as may be directed by their Line Manager. All of the above duties must be carried out in line with the Policies and Procedures of the organisation.

The Chief Executive must be contacted in the event of all media enquiries.

There may be other duties from time to time as Positive Futures may reasonably require.

How do I apply for this job?

Complete an application form online stating how you meet the following criteria for this job in the shortlisting section of the application form. We will use this shortlisting section to decide whether to invite you to an interview.

To apply for this role, you MUST have:

1. A minimum of 3 years' relevant experience in an operational management capacity, which must include the supervision of staff / volunteers and financial management
2. Hold an accredited qualification in social care, allied health or related field, registered with the appropriate professional body.
3. Hold an accredited qualification in health or social care management.
4. A full driving licence with access to a car insured for business purposes

If you meet the shortlisting criteria, you will be invited to attend an interview.

To be successful at interview and ensure the people we support receive the highest quality service, you need to:

- Share our **POSITIVE** values
- Have the right skills (or competencies) needed for the job.

Our Values

"Our values" are what underpin everything we do in Positive Futures.

PEOPLE FIRST – our people are at the heart of everything we do.

OPPORTUNITIES – we seek out opportunities that enrich lives and empower people.

SUSTAINABILITY– we strive for positive social, economic and environmental benefits for now and in the future

INNOVATION – we embrace creativity and continuous learning to reimagine and refine our unique person-centred support

TENACIOUS – we don't give up – we believe in making the impossible, possible.

INCLUSION – our staff and people we support are our strength, we listen and learn together.

VALUE FOR MONEY – delivering impactful, life changing results with efficiency and integrity.

EXPERTISE – we look beyond limitations in our pursuit of excellence

Our Competencies

You need to have the following skills (competencies) to help the people we support to live the life they want.

Competencies for the role	You need to be:
Respectful and Understanding of Others	• Kind and work well with others, treating them with respect and dignity • Understanding of the needs of others
Effective Communication	• Able to communicate effectively with others, verbally and in writing
Results and Quality Focus	• Able to be an active, positive and co-operative member of the team • Helpful and supportive of others • Focussed on the best interests of people we support
Problem Solving and Decision Making	• Open minded and able to resolve difficulties • Able to make good decisions
Resilient to Change and Challenges	• Open to change and new developments / initiatives • Able to adapt well to new and unfamiliar situations • Resilient and cope well when challenges arise

The people we support and our staff are at the heart of all that we do.

As a valued member of staff, you can avail of our competitive salary and benefits package

Pay

01, € 57,325.00
02, € 58,691.00
03, € 60,359.00
04, € 63,491.00
05, € 65,363.00
06, € 67,695.00
07, € 70,034.00

Holidays

The person appointed will be entitled to 25 days' leave per annum increasing by one day for each complete annual leave year worked to a maximum of 30 days. The person will also be entitled to 10 designated public holidays.

Entitlements are shown based on full-time hours and will be adjusted on a pro rata basis for part-time staff.

Positive Futures recognises the following 10 designated public holidays:

New Year's Day, St Brigid's Day, St Patrick's Day, Easter Monday, Early May Bank Holiday, June Bank Holiday, August Bank Holiday, October Bank Holiday, Christmas Day, and St Stephen's Day.

Pension

We offer a contributary pension scheme - we pay 4% for eligible staff alongside your contribution of 5%.

Financial Well Being

Salary Finance is our financial wellbeing provider, offering financial education including budgeting tips and tools, videos and webinars. Eligible staff will also have access to savings accounts and loans.

Mental Health and Emotional Well Being

You can speak in complete confidence to trained counsellors from StaffCare (an independent staff support provider).

See ‘Training and Support’ section for other ways we provide support to our staff.

Sick Pay

We offer enhanced contractual sick pay when you’ve completed your probation period, with your entitlement increasing with length of service.

Work /Life Balance

We offer a range of work / life balance benefits including:

- A suite of family friendly policies
- Enhanced maternity and paternity pay
- Bereavement leave
- Career breaks
- Emergency time off.

Training and Support

You will receive induction, relevant training, and regular 1:1 support meetings with your manager. We also provide opportunities for team development and, when needed, specialist training for teams.

We will support you to develop your career and, complete external and/or accredited training programmes relevant to your role.