Peter McVerry Trust is a national housing and homeless charity committed to reducing homelessness and the harm caused by substance misuse and social disadvantage.

 **Social Care Manager with Responsibility for**

**Under 18 Services**

Reporting to:

Head of U18 Services

**About Peter McVerry Trust**

Location: Dublin

Dublin

Salary: 59,406

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The charity provides low-threshold entry services, primarily to younger people and vulnerable adults with complex needs, and offers pathways out of homelessness based on the principles of the Housing First model.

# Role overview

Our U18's Residential Services offer a stable, safe and secure environment where the welfare of each young person is paramount. We offer a non-judgemental and holistic approach in which respect for the young person is central. We exercise flexibility in our approach through highly individualised strengths based developmental programmes. We seek to the assist the young person in the development of their sense of self and provide them with practical living skills, the aim of which is to improve the young person’s life chances.

A flexible placement plan is created for each young person, underpinned by the Welltree Model of Care, which is trauma and attachment informed approach. This is based on the young person’s needs to support them to develop their interests, their engagement in education, promote each young person's health and wellbeing and the skills for their future lives.

**Key responsibilities include:**

**1. To the Director of Child and Family Services:**

Responsible for the management of all operational matters associated with the efficient and effective running of our Under 18 Residential Service including the management and supervision of a dedicated staff team.

 Ensure that the services for which you are responsible, prioritises the needs and preferences of the clients in line with the mission and values of Peter McVerry Trust and that the services meet the objectives as set out in the Strategic and Operational Plans.

 Accept referrals from Tusla/PMVT and provide a full assessment of the young person’s needs as part of a holistic care plan designed to meet their short, medium- and long-term goals and ensure the service is child-centred.

 Ensure the service is operated to the highest standards in line with National Standards for Children’s Residential Units, HIQA 2018 and ready for inspection.

 Participate in a critical on call provision to manage critical incidents in relation to Under 18 Services.

 Manage and coordinate a dedicated relief support panel for Under 18 Services under the direction of the Head of U18 Services.

 Demonstrate a commitment to continuous improvement through ongoing review of current practices in your services, informed by feedback from key stakeholders and best practice. Provide direction, guidance and support to staff members ensuring that all are clear on tasks associated with their role and are accountable for their completion.

 Highlight the need for change where appropriate, providing leadership and direction throughout the change process.

 Responsible for providing timely and accurate monthly reporting of key service metrics to the Head of U18 Services.

**2. To provide high standards of service and care to the clients:**

 Implement the Operational Service Plan(s) for the year, providing regular updates and feedback to the Head of U18 Services.

 Develop and maintain effective relationships with the clients, promoting their choices about their care and well-being. You support and guide other staff members to do likewise. Work to advance the clients through the services/programs to foster independence and wellbeing to achieve the vision of eradicating homeless.

 Support your team in the creation, implementation and review of support plans ensuring team member are focused on outcomes for the client.

 Ensure that the services for which you are responsible, is/are compliant with the appropriate protocols (for example Children First Guidelines), legal requirements and best practice. You ensure that any identified gaps are raised with the Head of U18 Services and addressed immediately.

 Demonstrate a positive approach to your work and encourage the same from your team.

**3. To provide leadership and motivation to staff:**

Demonstrate leadership through professional, positive and best practice behaviours in a way that delivers the best possible service to the client. This involves demonstrating accountability and seeking it from your team members.

 Provide regular direction and supervision for all staff members, which includes goal setting, feedback, support and identification of training and development needs (where goals are agreed, minuted and actioned)

 Constructively challenge practices and procedures that need to be improved, challenged or eradicated.

 Build strong working relationships with your team to enable them to confide in you about their own practice, their concerns and issues.

 Be responsible for familiarising staff with the ethos of the PMVT and the code of conduct and highlighting any shortcomings in an expedient and effective way with the staff member. Identify the potential for conflict and either look for ways to prevent it, or act appropriately and fairly when it does arise (seeking support from Head of U18 Services and/or HR Department where required).

**4. To maintain a safe and healthy working and living environment:**

 Take appropriate and immediate action to deal with health, safety, security or environmental emergencies and incidents seeking assistance where necessary.

 Ensure that your team (including relief, work experience and voluntary workers) are aware of legal and organizational health, safety and security policies, procedures and practices relevant to their work.

 Identify and work with the team to identify, minimize and manage potential risks in the working environment and you ensure the team are equipped to deal with challenging behaviour.

 Complete and supervise other staff members in completing records and reports on health, safety and security issues in line with organisational and legal requirements.

Ensure that all regulations such as fire and safety protocols are strictly implemented.

Act as a role model in promoting health, safety and security.

1. **To undertake administrative duties through:**

Manage and co-ordinate effective administrative systems for the services maintaining residents’ details and documentation.

 Ensure that regular team meetings take place, when updates and issues can be discussed openly and constructively and where actions are agreed, minuted and actioned.

 Manage key budgetary categories in relation to the key aspects of the day to day costs of running the day service e.g. programme budgets, staff training, emergency assistance, emergency accommodation, IT, office supplies, food maintenance.

Oversee and take responsibility for an effective petty cash system.

Provide monthly reports to the Head of U18 Services and written reports to the CEO on request.

1. **Internal and external collaboration:**

 Develop and maintain effective working relationships with agencies, community networks and partnerships and other service providers.

 In conjunction with the Head of U18 Services, you identify opportunities to promote your services at appropriate fora.

 Work collaboratively with those within and outside Peter McVerry Trust to improve the provision of service.

 Meet regularly with your peers and the Director of Child and Family Services, to review the effectiveness of work activities, to review outcomes of collaboration, and to improve the provision of service.

 Create a sense of team spirit with your peers through encouraging others, providing support, sharing learning and offering constructive feedback.

 Attend training and development opportunities and attend supervision on a regular basis with the Director of Child and Family Services.

1. **Commitment to practice and Professional Development:**

 Regularly monitor, evaluate and reflect on your own knowledge, methods and practice and that of others.

 Work with your team to build individual development plans as part of the Supervision and Support process.

 Take responsibility for your own personal and professional development, seeking and assessing development opportunities to meet your needs.

1. **To have a positive and enthusiastic attitude in work:**

In your interactions with management, staff and residents of the Peter McVerry Trust.

In your interactions with external agencies while representing the Peter McVerry Trust.

1. **Other duties:**

You are responsible for any other duties as designated by the Head of U18 Services or the

Director of Child and Family Services

 It may be necessary, from time to time, for workload to be re-prioritised in order to accommodate workloads in other areas of the organisation. Due notice and consultation will be given.

 It is part of the strategic plan for best practice human resources management that Frontline Managers are moved to manage different services/and or to take on new services from time to time.

# Person Specification

**Qualifications and experience:**

A minimum of degree level qualification in a relevant discipline e.g. Social Care, Social work

A minimum of 4 years relevant post qualification experience in a residential services and/or related services setting ideally with some supervisory experience.

A minimum of two years supervisory experience and a proven track record in leading and motivating staff.

Currently operating at front-line management, social care leader or team leader level.

The candidate should be an excellent communicator and possess strong interpersonal skills.

A management qualification is desirable.

**Essential competencies:**

Commitment to providing the highest level of service

Respect for others

Openness to change

Communication skills– oral, aural and written

Contributing to the prevention and management of challenging behaviour

Professionalism & maintaining professional boundaries

Effective team working Focusing on outcomes

Analysis and problem solving

Initiative and taking responsibility Leadership

All other competencies to be reviewed as part of the supervision and support process.

**Employee benefits**

 Attractive Salary

Core Professional Training and CPD

Cycle to Work Scheme and Tax Saver

Death in Service Benefit

Employee Assistance Programme Career progression opportunities

**How to apply:**

To apply please download the application form or visit pmvtrust.ie/careers: [Application Form](https://pmvtrust.ie/wp-content/uploads/2023/11/PMVT-Application-Form-2023.pdf)

Completed application forms should be sent to recruitment@pmvtrust.ie along with your CV and Cover Letter.

Peter McVerry Trust is an Equal Opportunity Employer.

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