

## Vacancy: Manager - Housing with supports



Hours:  
Fulltime



Reporting to:  
Head of Services



Location:  
Leinster

### About Peter McVerry Trust:

Established in 1983 by Fr Peter McVerry, the charity works with individuals at risk of, or experiencing homelessness, in Dublin, Kildare, Laois and Limerick. Peter McVerry Trust provides a wide range of services in the areas of homelessness prevention, housing, homeless services, under 18s residential and drug treatment.

Vision: “An Ireland that supports all those on the margins and upholds their rights to full inclusion in society.”

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### Our Mission:

Peter McVerry Trust is committed to reducing homelessness and the harm caused by drug misuse and social disadvantage. Peter McVerry Trust provides low-threshold entry services, primarily to younger persons with complex needs, and offers pathways out of homelessness based on the principles of the Housing First model and within a framework that is based on equal opportunities, dignity and respect.

## Key Responsibilities

(Please note that this should be read in conjunction with the plan for the services that you are managing and your objectives for the year.)

### 1. Reporting to the Regional Head of Services:

- You are responsible for the management of all operational matters associated with the efficient and effective running of your cluster of services including the management and supervision of dedicated staff teams.
- You ensure that the services for which you are responsible for, 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.
- You ensure the services are run to the highest standards.
- You participate in a critical on-call provision to manage critical incidents in relation to the services.
- You demonstrate a commitment to continuous improvement through ongoing review of current practices in your services, informed by feedback from key stakeholders and best practices.
- You 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.
- You highlight the need for change where appropriate, providing leadership and direction throughout the change process.
- You are responsible for providing timely and accurate monthly reporting of key service metrics to the Regional Head of Services.
- To oversee the administration associated with the roster, payroll, petty cash and monthly services reports.

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

- You implement the Operational Service Plan(s) for the year, providing regular updates and feedback to the Regional Head of Services.
- You 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
- You work to advance the clients through the services/programs to foster independence and well-being to achieve the vision of eradicating homeless.
- You support your teams in the creation, implementation and review of support plans ensuring team member are focused on outcomes for the client
- You ensure that the Services for which you are responsible, are compliant with the appropriate protocols (legal requirements and best practice. You ensure that any identified gaps are raised with the Regional Head of Services and addressed immediately.
- You demonstrate a positive approach to your work and encourage the same from your team.

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

- You 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
- Performance management - you 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)
- You constructively challenge practices and procedures that need to be improved, challenged or eradicated
- You build strong working relationships with your team to enable them to confide in you about their own practice, their concerns and issues
- You are 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
- You 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 the Regional Head of Services.

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

- You take appropriate and immediate action to deal with health, safety, security or environmental emergencies and incidents seeking assistance where necessary
- You 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
- You 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
- You complete and supervise other staff members in completing records and reports on health, safety and security issues in line with organisational and legal requirements
- You ensure that all regulations such as fire and safety protocols are strictly implemented
- You act as a role model in promoting health, safety and security.

#### **5. To undertake administrative duties:**

- You manage and co-ordinate effective administrative systems for the Services maintaining residents' details and documentation
- You 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.
- You 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,
- You oversee and take responsibility for an effective petty cash system
- You provide monthly reports to the Regional Head of Services and written reports to the CEO on request.

## **6. Internal and External Collaboration:**

- You develop and maintain effective working relationships with agencies, community networks and partnerships and other service providers
- In conjunction with the Regional Head of Services you identify opportunities to promote your Services at appropriate fora
- You work collaboratively with those within and outside Peter McVerry Trust to improve the provision of service
- You meet regularly with your peers and the Regional Head of Services to review the effectiveness of work activities, to review outcomes of collaboration, and to improve the provision of service
- You help to create a sense of team spirit with your peers through encouraging others, providing support, sharing learning and offering constructive feedback.
- You attend training and development opportunities and attend supervision /performance management on a regular basis with the Regional Head of Services.

## **7. Commitment to Practice and Professional Development:**

- You regularly monitor, evaluate and reflect on your own knowledge, methods and practice and that of others
- You work with your team to build individual development plans as part of the Supervision and Support process
- You take responsibility for your own personal and professional development, seeking and assessing development opportunities to meet your needs.

## **8. 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.
- You are responsible for any other duties as designated by the Regional Head of Services, the Deputy Director of Services or National Director of Services of Peter McVerry Trust
- It may be necessary, from time to time, for workload to be re-prioritised in order to accommodate workloads in other areas of the organization. Due notice and consultation will be given
- It is part of the strategic plan for best practice human resources management that Front Line Managers are moved to manage different services/and or to take on new services from time to time.

## Person Specific

### Qualifications and Experience:

- The role is based in Leinster with oversight of other Housing with supports services in the Region
- A minimum of 4 years relevant post qualification in a housing and residential setting while working with individuals with mental health and addiction issues.
- An understanding of Housing First and its importance in addressing homelessness while working with those most marginalised.
- Experience in managing teams dealing with the wider community and managing challenging behaviour and estate management issues and complaints.
- An understanding of providing appropriate supervision and support to staff members.
- A good awareness of the importance of GDPR and a good knowledge of data practices i.e. salesforce
- A flexible and collaborative approach is required in order to work alongside HOS/DOS.

## Benefits Package:

- Attractive Salary
- Core Professional Training and CPD
- Cycle to Work Scheme and Tax Saver
- Death in Service Benefit
- Employee Assistance Programme
- Career progression opportunities

**To apply please download the application form:  
[Application Form](#)**

**Completed application forms should be sent to  
*[recruitment@pmvtrust.ie](mailto:recruitment@pmvtrust.ie)* along with CV and Cover Letter**

**Peter McVerry Trust is an Equal Opportunity Employer**

**Peter McVerry Trust Operations Ltd Registration Number 412953  
Charity Number CHY7256**

