

## Vacancy: Frontline Manager Berkley St Day Services



Hours:  
Fulltime



Location:  
Dublin



Reporting to:  
Head of Addiction Services

### About Peter McVerry Trust

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

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.

In 2022, the charity worked with over 12,000 people and was active in 28 local authorities across Ireland.

#### Role overview

Peter McVerry Trust is committed to reducing homelessness, the harm caused by substance misuse and social disadvantage. Peter McVerry Trust Berkeley St. Day Services provides low-threshold entry services to vulnerable adults with complex needs and offers pathways out of homelessness based on the principles of the Housing First model.

In line with **Reducing Harm, Supporting Recovery**, A health-led response to drug and alcohol use in Ireland 2017 – 2025, the strategic plan highlighted a need to recognise the diversity evident among drug users and to take steps to provide services that can accommodate this diversity and address the needs of particular groups in relation to problem drug and alcohol use.

Berkeley Street Day service is currently in line with the targets set by the Department of Health and places particular emphasis on targeting individuals within our services, long-term substance users, those with dual diagnosis, migrants and sex workers, through the provision of Harm Reduction supports.

## Overview

### **Specific Support Services provided in Berkeley St include:**

- Meal Provision
- Stabilization Programs (Early Recovery Group and Progression Group)
- Information & Advice Service
- Key-working Supports
- Harm Reduction Supports (Outreach)
- Addiction Clinic's (Outreach)
- Prison Visits (Outreach)
- Assertive Engagement (Rough sleepers/Individuals with complex needs)
- Intensive Support (Individuals with complex needs)

**Peter McVerry Trust Youth Café & Advice Services** also target specific groups who may not otherwise attend traditional homeless and/or addiction services, i.e. migrants, sex workers and those who engage in chem-sex. Information is provided in regard to approaches and support services to enable these individuals to be informed, and access supports relevant to their needs. The youth café provides a safe space where staff can engage participants and encourage them to implement specific supports.

### **Supports offered** are inclusive of brief intervention and/or 1 to 1 Key-working incorporating:

- Homeless applications and registrations with local authorities
- Migrant supports - INIS, GNIB applications.
- Addiction Supports
- Harm Reduction Supports
- Legal Issues
- Welfare Entitlement and Budgeting Advice
- Health Supports
- Local community supports
- Sign-Posting and Advocacy and Referral

As an additional support, individuals in receipt of harm reduction support and/or with complex needs, who receives a custodial sentence are provided prison visits in an effort to continue to engage them with harm reduction and stabilization supports and to further reduce the risks associated with substance use upon release.

## Programmes

**Peter McVerry Trust Youth Café Evening Programme** is a social programme to support young people experiencing homelessness, primarily accommodated in Peter McVerry Trust supported temporary accommodation. The social program aims to raise awareness and provide support to young people who experience social issues such as homelessness and social exclusion through engagement with Peter McVerry Trust services, volunteers and staff.

The purpose of the programme is to support participants with a social outlet which provides avenues for participants to build confidence and access supports in regard to the underlying issues that often lead to a person experiencing homelessness.

### **Peter McVerry Trust Stabilization Service**

The Stabilization Service provides two core Psycho-educational Group programs; Referrals are accepted nationwide for both programs.

**The Early Recovery Program (ERP)** provides a 'reduce the use' program, with a primary focus on reducing harm to individuals at the contemplation stage of their recovery. The program provides two Psycho-educational groups per week

ERP supports individuals presenting with complex needs and provides them with practical support and information with a primary focus on reducing the harm associated with substance misuse and a secondary focus on reducing substance use. ERP refers participants directly to specialist services specific to participants' individual presenting needs.

**The Progressions program** provides three structured groups per week to individuals at the action stage of their recovery. The Program provides Psycho-educational groups and holistic supports such as guided meditation and acupuncture. The Progressions program is a twelve-week rolling program that supports individuals to stabilize on prescribed medication and supports individuals to prepare for participant detox/treatment and/or further stabilization day programs. Peter McVerry Trust Progressions Program Individuals are expected to engage with 1-to-1 supports and/or counselling as part of their progression program. Participants are also expected to provide weekly drug screens.

**Peter McVerry Trust Berkeley Street Day Service** also provide direct support to the Peter McVerry Trust Residential Addiction Services.

Peter McVerry Trust Berkeley Street aims to continue to support participants with a **Medically Assisted Reduction program** on completion and/or discharge from residential addiction services. Peter McVerry Trust Berkeley Street Day Service aims to further support participant's reduction of prescribed medication such as opiate substitution therapy and/or benzodiazepine in a community setting.

## Role

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

- You are responsible for the management of all operational matters associated with the efficient and effective running of your service including the management and supervision of dedicated staff teams;
- You ensure that the services for which you are responsible, prioritize the needs and preferences of the clients in line with the mission and values of Peter McVerry Trust and that the services meets the objectives as set out in the Strategic and Operational Plans.
- You ensure the services is 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 practice.
- 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 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.

## Role

### **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 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 organizational 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.

## Role

### **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 Head of Services

### **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 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 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.

## Role

### **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.

### **9. Other duties:**

- You are responsible for any other duties as designated by the Head of Services,
- It may be necessary, from time to time, for workload to be re-prioritized 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.

## Qualifications & Experience:

- A minimum 4 years relevant post qualification in a housing or residential setting while working with individuals with mental health and addiction issues.
- Degree in Social Care or related discipline
- An understanding of Housing First and its importance in addressing homelessness while working with those most marginalised.
- An understanding and experience of the Early Recovery Programme and Harm Reduction Model
- Experience in managing teams dealing with the wider community and managing challenging behaviour and estate management issues and complaints.
- An understanding in providing appropriate supervision and support to staff members.
- A good awareness of the importance of GDPR and a good knowledge in data practices i.e salesforce
- A flexible and collaborative approach is required in order to work alongside the Head of Service/ Director of services

## Employee benefits

- Attractive salary
- 25 days annual leave allowance
- 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 **Peter McVerry Trust**[trust.ie/careers](https://www.trustrust.ie/careers):

[Application Form](#)

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