

Service Manager – Job Description

Job Title	Service Manager – Community and Outreach
Hours of Work	Full time – 40 hours a week (9am – 5pm Monday – Friday)
Responsible For	<ul style="list-style-type: none"> • As Service Manager, you will be a key member of the Sonas Services Management Team, reporting to the Head of Services. • You will be responsible for the operation of the Community and Outreach Service across the Greater Dublin Region • Overseeing client case management in the service • Line managing the Sonas Community and Outreach team.
Location	Various locations across Dublin region

Overview

The Service Manager works with the Head of Services to ensure that their area of responsibility operates to the highest standards in delivering best outcomes for women and children. Working with the team ensuring a high standard of professionalism and a quality service while adhering with all relevant Sonas policies, practices, and procedures to ensure that women and children are provided with an integrated domestic violence service.

Key Responsibilities

Client Engagement and Support

- Lead the Community Based Services team to deliver quality services to clients to best practice standards.
- To ensure that the needs of clients are central to the work in accordance with the service standards of the organisation.
- To ensure the continuous improvement and adaptation of the service to evolving needs
- To manage referrals to Sonas services and to oversee client case management.
- To engage with external agencies as required around client referral and case management.
- To ensure that all practices, procedures, and protocols are understood and adhered to by support staff in their engagement with clients and on behalf of clients.
- To ensure staff are aware of their obligations under Children First
- To ensure that support staff adhere to Sonas’s quality standards and participate in the performance management systems.
- To ensure staff are aware of legal and organisational health and safety policies and procedures relevant to their work including timely reporting of any incidents.

Compliance

- To ensure provision of key statistics relating to service delivery, including KPIs and emerging trends
- To ensure the implementation / monitor the use of the CRM system.
- Ongoing review, development, and implementation of Sonas services.
- Compiling and maintaining ongoing information for the service, e.g. data collection, KPI's, metrics, database, for monitoring and evaluation purposes.
- Monitoring expenditure in respect of programmes and expenses.
- Participate in the Sonas on-call system.

Human Resources

- Managing and coordinating the functions of employees within the service, exercising an enabling style of leadership.
- To be responsible with the Head of Services for the recruitment, induction, and training of support staff
- To identify training and support needs of team members
- Providing monthly support and supervision to the team in respect of case support and management, reflective practices, policies and procedures and competencies of role

Community Engagement, Training and Awareness

- To develop relationships with relevant agencies in each area and represent Sonas.
- Engaging with the broader community to provide training, raise awareness, facilitate prevention efforts, and foster partnerships.
- Developing and implementing outreach strategies, coordinating community events, and building relationships with stakeholders to ensure the effective delivery of services and the promotion of early intervention, and violence prevention initiatives.

Person Specification

Education and Qualifications: Essential

- A relevant third level qualification in Social Care or equivalent – minimum of NFQ Level 7
- A full clean driver's license and access to a car

Relevant Experience: Essential

- A minimum of five years relevant experience to include previous line management and case management experience.
- Proven experience in community outreach, advocacy, or social services, with a focus on domestic violence or related issues.
- Clear understanding of domestic abuse issues including challenges of victims
- Knowledge of Childrens First, Child Protection and Welfare system and its application to work of Sonas.
- Knowledge of trauma-informed care principles and culturally competent practices.
- Experience of representing an organisation in networking, policy, and stakeholder engagement
- Strong interpersonal skills and the ability to effectively communicate with diverse audiences.
- Flexibility to work evenings and weekends as needed for events and outreach activities.
- Knowledgeable on legal, housing, and social welfare issues.
- Report Writing and collation of Statistics using a CRM database.
- Demonstrable commitment to the ethos of an organisation and working within organisational values.

Relevant Experience: Desirable

- Previous experience of working directly with victims of domestic abuse.
- Experience of working with service users with complex needs
- Evidence of designing/participating in the evaluation of programmes, projects, and services
- Experience in project management, including planning, implementation, and evaluation.
- Experience of multi-location working in a social care environment