

Saoirse Domestic Violence Services: Director of Services **(<https://www.activelink.ie/node/107361>)**



Director of Services

Would you like to work in a dynamic forward-looking organisation where you can make a difference and meaningfully contribute to our team? We are currently looking for an experienced Director of Services to join our energetic organisation that is focused on sustainable growth to support an ever-increasing number of women and children who have been impacted by domestic violence and abuse.

This is an exciting time to join Saoirse Domestic Violence Services (SDVS) as our organisation has grown significantly in recent years, both our team and our services; we've also recently relaunched our strategic plan to accelerate our services for greater scale and impact. You will play an important role at SDVS in supporting the management team developing our core pillars, Refuge, Outreach, Prevention & Training and Child & Youth.

Reporting to: **CEO**

Job Type: **Full Time**

Location: **Central Office, Tallaght, Dublin**

SUMMARY OF ROLE

The Director of Services will display excellent leadership skills to develop and manage integrated care pathways, ensuring effective trauma informed service delivery for all SDVS's clients. They will ensure the delivery of all aspects of the service is in line with the Strategic Plan and management of services with attention being paid to quality provision and risk management.

Reporting to and deputising for the CEO, this role encompasses management and oversight of all SDVS's service provision to women and children impacted by domestic violence and abuse. The Director of Services will support the CEO in all planning and activity to ensure organisation structure and accountabilities are aligned with strategic and operational requirements, implementing improvements and change as required. The Director of Services is supported by a management team of 4 managers, each of whom holds responsibility for teams of staff who offer frontline services to children and families impacted by domestic violence and abuse.

ROLE RESPONSIBILITIES

- Lead and manage SDVS Services to women and children to the highest level of quality, efficiency, effectiveness and accountability working closely with the managers of each core pillar.
- Ensure the effective use of internal quantitative and qualitative data to inform operational oversight and management of SDVS services.
- Develop, drive and manage the implementation of the Services strategy as part of SDVS' overall strategic plan.
- Ensure the delivery of best practice models of service across the organisation to ensure they remain needs-led, and outcomes focused.
- Report to the CEO and the Stakeholders and Service Users subcommittee on all matters relating to operational aspect of Services.
- Work with the management team on agreeing annual KPI's for SDVS services.
- Responsible for ensuring SDVS' compliance with best practice regarding the safeguarding of children we work with, consistent with the requirements of legislation, national standards and best practice.
- Responsible for management and oversight of key funder relationships, in particular the Tusla/Cuan relationship.

- Working with the Management Team to attract funds from statutory and other sources to ensure that SDVS work can be appropriately resourced and developed.
- Have budgetary responsibility for the core pillars under your control and to assure the efficient management of all financial and administrative matters according to the SDVS systems and procedures and in consultation with the Finance Controller.
- Supporting the effective management and accountability of the management team ensuring they receive appropriate supervision and support, and appropriate HR processes are followed.
- Oversee the management of service users' complaints.
- Ensure changes/improvements to service provision are based on service users' needs and current trends and patterns.
- Manage the growth and development of interagency partnerships working with SDVS.
- Develop and implement the annual operational service plan in line with agreed annual strategic plan priorities.
- Prepare and progress strong business cases for future service growth and development.
- Innovate and help drive the expansion of the organisation.
- Ensure risk management is prioritised and adhered to.
- Monitor and evaluate the effectiveness of service provision through mediums such as data collection, emerging trends, clients and staff feedback, evaluations and audits.
- Provide consistent and excellent leadership skills to support staff in the delivery of all areas of their roles.
- Provide support and supervision to the management team and oversee the training and development needs of staff in line with CPD.
- Assist the CEO in the annual budget preparation.
- Ensure all aspects of service provision are delivered in line with budget, and promptly report any significant deviations to the CEO.
- Ensure compliance with all SDVS policies and procedures.
- Any other appropriate duties requested by the CEO.

CANDIDATE PROFILE

The ideal candidate for this role should have a strong work ethic and ability to work autonomously. The candidate profile sets out the essential abilities and qualities needed by the successful candidate for this post.

Personal Attributes

- Strong team player, flexible and adaptable
- Self-aware and ability to stay calm whilst remaining task focused
- Highly motivated with a commitment to deliver quality services
- Committed, self-motivated and hard working
- Ability to prioritise competing demands and to meet deadlines
- Excellent problem-solving ability
- Excellent communicator
- Awareness of confidentiality and the ability to deal with sensitive issues
- Data curious with understanding of the role of qualitative and quantitative data

Skills

- Ability to support quality implementation by developing effective action plans
- Strong written and verbal communication skills
- Relationship building skills with internal and external audiences
- Ability to make decisions in uncertain environments with diverse partners and where there are multiple and competing demands
- Ability to deal with uncertainty, crisis, change and ambiguity
- Ability to work effectively with different systems internally and externally
- Strong effective leadership, people and team management and motivational skills
- Effective negotiation and conflict resolution skills
- Excellent IT skills, including Microsoft Word, Excel, SharePoint, and Teams
- Excellent database management
- Working knowledge of GDPR

Qualifications, Experience and Knowledge

- A relevant 3rd level qualification in Social Work/Care or related field

- Professional management qualification
- At least 5 years' experience in a Senior Management role
- Knowledge and experience of implementation
- Change management skills
- Experience of effective cross-functional working
- Experience in the not-for-profit sector desirable

Further details

- Job Type: Permanent, Full Time
- Salary scale: starting at €74,595/ year (dependant on experience)
- Company pension after successful completion of probationary period
- Employee Assistance Program
- Staff wellness initiatives
- 30 Annual Leave days

BACKGROUND INFORMATION

Saoirse Domestic Violence Services (SDVS) provide a range of support services across South-West Dublin and West Wicklow including 24-hour helpline, safe refuge accommodation, safe house accommodation, child and youth support services, community outreach support, prevention & educational tools and court accompaniment.

APPLICATION PROCESS

To apply for this role, please submit a copy of your CV, together with a cover letter setting out how you meet the criteria for this role via [Apply Here \(https://saoirse-domestic-violence-service.homerun.co/director-of-services/en\)](https://saoirse-domestic-violence-service.homerun.co/director-of-services/en). The closing date for applications is **Friday 19th April 2024 at 5pm**.

Research shows that while men apply to jobs when they meet an average of 60% of the criteria, women and other marginalised folks tend to only apply when they check every box. So, if you think you have what it takes, but don't necessarily meet every single point on the job description, please still get in touch. We'd love to have a chat and see if you could be a great fit.

SDVS is an Equal Opportunities Employer

Region

Tallaght, Dublin

Date Entered/Updated

2nd Apr, 2024

Expiry Date

19th Apr, 2024

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