

Barróg Healthcare: Residential Service Manager - Person In Charge, Mallow (<https://www.activelink.ie/node/107623>)



Residential Service Manager - Person In Charge, Mallow, Cork

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Barróg Healthcare is a private health and social care provider with bases in Cork and Dublin and services nationwide providing residential care and day packages to enable people who need support across the areas of mental health, disability, aftercare, transitional and mainstream social care. Our programmes are built around our central philosophy; to embrace the possibilities for each person in our care and work with support agencies and local community groups to grow and foster independence towards an outcome of social interaction and purposeful contribution, celebrating the best of each person's ability. We pride ourselves on working to support and champion both our service user's and staff and welcome applications from any person that feels they would be a good fit within our organisation. The right candidate for this role will strive to enhance the lives of the individuals by promoting their community inclusion and equal citizenship.

Purpose of Role:

With a vibrant team and rapidly growing business supporting individuals and families, Barróg Healthcare are looking for a candidate with considerable knowledge and experience of working in the field of disability and at least 3 years' experience of managing people. You will join an experienced Residential Management Team already in place for our residential services in Cork.

The Residential Service Manager will lead and be responsible for the management and effective delivery of Barróg Healthcare Disability Services in the Residential Unit. They will provide direct line management, supervision and leadership for the Service and support our dynamic team and our business at an exciting time of expansion. The Residential Service Manager will ensure that the individuals we support will be treated with dignity and respect, promoting a culture of unconditional positive regard and compassion at all times.

There is a requirement for the candidate to fulfil the role of **Person in Charge (PIC)** as described in the Health Act Health Act 2007 (Care And Support Of Residents In Designated Centres For Persons (Children And Adults) With Disabilities) Regulations 2013.

Job Title: Residential Service Manager

Proposed Interview Dates: TBC

Contact for Informal Enquiries: recruitment@barroghealthcare.ie (<mailto:recruitment@barroghealthcare.ie>)

Location of Post: Residential Service, Mallow, Co. Cork.

Reporting Relationship: The Residential Service Manager will report to the Regional Manager.

Salary: €55,000 to €61,630. It is expected that new entrants will start at the first point in the scale. dependent on experience.

Job Type: Full time, permanent

Probation: 6 months

Benefits:

- Dedicated on-call service for out of hours support for operations

- Competitive starting salary with annual review
- Pension scheme (PRSA)
- Time off in lieu
- Promotion and development opportunities
- Support for education and training
- Travel Saver & Bike to Work Schemes
- Employee Assistance Programme (EAP) - 24/7 access to professional counselling, medical, financial and legal advice
- Refer a friend bonus
- Discounted driving lessons
- Free membership of Enterprise Car Club

Main Duties and Responsibilities

Professional

- Provide direct line management, supervision and leadership for the service in accordance with the service delivery model.
- Manage and ensure the set up and running (as Person in Charge) of the residential service in Cork.
- Ensure follow through and accountability on any responsibilities in relation to young people/vulnerable adults as agreed
- Keep the Referral Agents fully informed and up to date on all significant matters relating to the delivery of service.
- Manage enquiries, complaints and allegations from young people/vulnerable adults engaged with the Service in accordance with National Policy and Service Policy Guidance documents.
- Seek the advice of relevant personnel as required.
- Contribute to the promotion, creation and maintenance of a welcoming, safe, caring, stable and supportive environment.
- Ensure the involvement of young people and vulnerable adults in decision-making on matters that affect their lives, at the individual and collective levels and proactively promote within Service provision a range of structures, procedures, processes and practices to give young people and vulnerable adults the opportunity to have their voices heard and valued.
- Ensure that the dignity, humanity, and value of each person is a permanent feature of all practices.
- Oversee Service projects e.g. Service forums/induction/training days etc.
- A willingness to support an out of hours 'on call' facility. We have a specialised team of 'on call advisors' who handle all out of hours calls and management get calls ***only for escalation of serious matters and emergencies.***

Administration and Accountability

- Contribute to the ongoing development of the service in keeping with good practice, HIQA requirements and Company objectives.
- Oversee the administration and day to day operation of the service.
- Ensure that all information and records relating to young people/vulnerable adults, their families, staff, colleagues etc., are treated in a thoroughly professional manner in line with local guidelines and in accordance with the principles of confidentiality, data protection legislation and Freedom of Information.
- To comply with GDPR guidelines
- To oversee, monitor and evaluate:
 - Reference/Review and Case Conferences Notes
 - Team Meeting/Group Supervision Notes
 - Complaints and Compliment Logs
 - Medical and Medication Records
 - Incident Reports
 - Supervision and Appraisal Notes
- Core Member, Assistant and other stakeholder feedback.
- Person Centered Plans.
- Reports from internal and external inspections and quality audits.

Resource Management

- Provide leadership and motivation in order to optimise service delivery by developing teams and promoting change management.
- Supervise Team Leaders, frontline disability staff & other staff as appropriate. Be responsible for the maintenance of all relative HR Forms/Records and Payroll Returns.

- Be responsible for the probationary appraisal of staff and the completion of probationary appraisal reports as required. Make appropriate recommendations regarding whether employees' standard of work during probation is satisfactory and whether appointments should be confirmed.
- Ensure compliance with and implement HR policies and procedures and guidelines.
- Manage a budget as defined, including, financial packages for young people / vulnerable adults in Service and Service budgets.
- Contribute to a range of reports including annual reports, performance indicators, court reports etc. as required. Responsibility for returning quarterly reports pertaining to service provision.
- Oversee the development and implementation of policy, information sharing protocols, audit systems and referral and integrated care pathways.
- Contribute to service plan process by recognising and replicating successful interventions and by identifying unmet needs and service requirements into the future.
- Assist in ensuring that the Service makes the most efficient and effective use of
- developments in IT.

Training & Professional Development

- Participate in regular professional supervision.
- Provide guidance and education for work experience students. Undertake ongoing professional training and development.
- Engage in and promote reflective and evidence-based practice.
- Be responsible for own health and wellbeing in order to carry out the duties of the role / is committed to managing own work / life balance.

Health & Safety

- Comply with and contribute to the development of policies, procedures, guidelines and safe professional practice and adhere to relevant legislation, regulations and standards.
- Have a working knowledge of the Health Information and Quality Authority (HIQA) standards as they apply to the service for example National Standards for Child Protection and Care and comply with associated Tusla - Child and Family Agency/ H.S.E. protocols for implementing and maintaining these standards as appropriate to the role.
- To support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.

Eligibility Criteria

Qualifications and /Experience.

- A minimum of 3 years in a management or supervisory role in the area of health or disability; and
- An appropriate qualification (level 7 on the QQI scale or higher) in health or social care management (that meets HIQA requirements for Person in Charge)
- A QQI Level 6 qualification in leadership / management or be willing to complete same
And: Have a minimum of five years' experience of working in Disability / Child protection Community care or other child and family services with a similarly challenging client group.
And: Candidates must have a suitable standard of professional attainments.
And: Candidates must have the requisite knowledge and ability (including a high standard of suitability and management ability for the proper discharge of the duties of the office) with a minimum of three years proven experience in a leadership role.
And: Have proficient ICT skills including a working knowledge of Microsoft Packages - Excel and Word and be familiar with an email package e.g. Lotus Notes/Outlook.

Health: A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

Character: Each candidate for and any person holding the office must be of good character

Skills, competencies

Professional Knowledge

- Sufficient clinical and professional knowledge including an understanding of theory and practice with application to best practice in the delivery of care with to carry out the duties and responsibilities of the role.
- A good understanding of policy, legislative and professional requirements to ensure an appropriate standard of service delivery (e.g. a working knowledge of the legislation relevant to role such as the Child Care Act 1991, Aftercare National Policy and Procedure and Children First Guidelines), Vulnerable Adults National Policy/Guidelines, HIQA regulations.
- Effective interpersonal and communication (verbal and written) skills including skills in mediation, conciliation and advocacy and the ability to collaborate with colleagues, families, etc.
- Ability to manage assigned budget including, financial packages for young people / young adults in aftercare and service budgets.
- Knowledge to effectively contribute to service plan process with ability to recognise and replicate successful interventions and by identifying unmet needs and service requirements into the future.

Delivering a Quality Service

- Commitment to an ability to assure high standards and strive for a user centred service.
- Capacity to plan and deliver care in an effective and resourceful manner within a model of person-centred care.
- Initiative and innovation in identifying areas for service improvement.
- Ability to lead and motivate assigned team in order to optimise service delivery by developing teamwork and promoting change management to achieve key performance indicators.
- A good understanding of levels of compliance required to implement HR policies/procedures and guidelines.
- The ability to assist in the development/ implementation of policy, information sharing protocols, audit systems and referral and integrated care pathways.
- Assist in ensuring that the Service makes the most efficient and effective use of developments in IT.

Evaluating information and judging situations

- Ability to evaluate information and make effective decisions especially with regard to service user care.
- Awareness and appreciation of the service user as expert through experience including promoting the role of service user in care planning, decision-making and service development.
- The ability to evaluate complex information from a variety of sources and make effective decisions
- The ability to consider the range of options available, involve other parties at the appropriate time and level, to make balanced and timely decisions

Team and Leadership Skills

- Ability to manage and develop self and others in a busy working environment including the ability to prioritise caseloads for self and others.
- Effective supervision skills.
- Effective leadership and team skills.
- Ability to empathise with and treat others with dignity and respect.
- Commitment to continuing professional development for self and team. Promote a learning environment.
- Ability to work with multi-disciplinary team members and other stakeholders to facilitate high performance, developing and achieving clear and realistic objectives
- Flexibility and adaptability to meet the requirements of the role

Communication and Interpersonal Skills

- Excellent interpersonal and communications skills to facilitate work with a wide range of stakeholders
- Excellent written communication skills including the ability to produce professional reports.
- Strong negotiation/influencing skills
- Demonstrates the ability to interact in a professional manner with staff and other key stakeholders.

The above Job Description is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office.

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Region

Mallow, Co Cork

Date Entered/Updated

15th Apr, 2024

Expiry Date

15th Jun, 2024

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