

Barróg Healthcare: Aftercare Service Coordinator (Social Care Leader) (<https://www.activelink.ie/node/115465>)



Aftercare Service Coordinator (Social Care Leader)

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Barrog Healthcare Aftercare Services:

We provide dedicated aftercare services for care-experienced young people, providing support and accommodation for those aged 18-23. Our focus is on developing independent living skills and supporting young people in reaching their own goals in life, education and professionally, working alongside multi-disciplinary support teams.

Purpose of Role:

The Aftercare Coordinator will support Service Management and be responsible for selected tasks and duties relating to the management and effective delivery of Barróg Healthcare Aftercare Services in their assigned area. The key to success is to work on his / her own initiative to resolve and prevent issues through a proactive, collaborative and structured approach.

We have a small, friendly, team environment and work on a collaborative and genuinely supportive basis. If you have a positive approach and are willing to learn and work hard then this may be the role for you.

The Aftercare Coordinator will assist in the direct line management, supervision and leadership for an Aftercare team in accordance with the service delivery model. They will work as part of a multiagency response, working in partnership with the parents, family, and other partnership agencies on behalf of the young person / young adult to ensure that they receive services which are proportionate to identified needs and risks. There will be a requirement to help plan, update, implement and evaluate Aftercare Plans, as part of a multiagency team, contributing to the written and verbal reporting of individual programmes.

The Aftercare Coordinator will contribute to the promotion, creation and maintenance of a welcoming, safe, caring, stable and supportive environment. They will treat young people/young adults with dignity and respect, promoting a culture of unconditional positive regard at all times. They will promote the best interests of young people/young adults and facilitate their participation when planning and reviewing agreed plans with regard to Aftercare service support. They will liaise with other relevant statutory and voluntary services in carrying out the duties and responsibilities of the role.

In the absence of the Aftercare manager the Aftercare Coordinators will deputise for, and assume responsibility for the effective running of the Aftercare service in their absence with support from senior management.

There is a dedicated on-call service in place for teams out of hours. This role may require the post holder to support the on-call service with escalated emergencies from time to time.

The Company:

Barróg Healthcare is a small, private health and social care provider based in Dublin and Cork with services nationwide providing residential care, community outreach and day packages nationwide to enable people who need support across the areas of disability, aftercare, transitional and mainstream social care.

We pride ourselves on working to support and champion both our service users and staff, and welcome applications from any person that feels they would be a good fit within our organisation. Our company culture is about putting people at the centre of all of our decisions. You will work in a new and growing service and bring your experience and insights to the role in a supportive and collaborative team. The right candidate for this role will strive to enhance the lives of the individuals we support by promoting their community inclusion and equal citizenship and bringing a dedicated team with you on the

journey.

Job Title: Aftercare Coordinator - Cork

Closing Date for Applications: 16/5/25

Proposed Interview Dates: Week commencing 19th May

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

Location of Post: This post will be based in our office at Monahan Road, Cork.

Reporting Relationship: The Aftercare Coordinator will report to the National Aftercare Manager.

Salary: Scale €43,680 - €50,647 *New appointees to any role are expected to start at the entry point of the scale.*

Job Type: Full Time, Permanent

Probation: 6 months

Annual Leave: 23 Days

Hours of work: 40hrs over 5 days per week, Mon – Fri

On Call: A separate dedicated on-call team are in place, support for escalated calls is required

Vetting: All applicants will be subject to reference checks, Garda Vetting and a request to provide security clearance from any country in which they resided for more than 6 months after their 16th birthday.

Benefits:

- Competitive starting salary
- Annual pay increments
- Day shifts Mon – Fri only
- Paid Breaks
- Contributory Pension Scheme
- Death in Service Benefit
- Dedicated on-call service for out of hours support for operations
- Time off in lieu
- Promotion and development opportunities
- Support for further education and training
- Access to Cycle to Work Scheme and tax-free bus/Luas/rail/coach tickets
- Access to Employee Assistance Programme (EAP) 24/7 access to professional counselling, medical, financial and legal advice
- Refer a friend bonus
- Discounted driving lessons

Main Duties and Responsibilities:

1. Lead and motivate a team of social care professionals who are supporting young people / vulnerable adults
2. Provision of supervision for the Aftercare team
3. Interagency communications and keeping the referral agency updated
4. Direct support for clients when needed
5. 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.
6. Ensure that the dignity, humanity, and value of each person is a permanent feature of all practices.
7. Supporting Management with tasks and projects as needed
8. Conduct Health & Safety audits and property checks
9. Ensure timekeeping and attendance is monitored and actions
10. Manage and examine the daily use of *logs and records from staff team* to ensure compliance with best practice
11. Ensure professional standards are upheld across all properties and contracts
12. Arranging and leading team meetings
13. Coaching / training with team

14. Supporting the delivery of aftercare plans
15. Covering operational shifts as required
16. Supporting the management of enquiries, complaints and allegations from young adults engaged with the aftercare service
17. An understanding of responsibilities under safeguarding guidelines and legislation
18. Ensure team are compliant with company policy on expense management
19. Participate in professional development for self and team. Contribute to the promotion, creation and maintenance of a welcoming, safe, caring, stable and supportive environment.

Eligibility Criteria

Qualifications and /Experience.

- Fluent English language written and spoken.
- Eligibility to work in Ireland
- An appropriate qualification at an appropriate level in Social Care or a related field. **Complete Level 7 qualification, Bachelor's degree or higher on QQI scale**) Qualifications considered as a related and a relevant field are: degree in Psychology Child and Adolescent Psychotherapy, Youth and Community Work, Social Work and Social Sciences, Teaching and Nursing.
- An in-depth understanding of the standards of proficiency for Social Care Workers as required by CORU
- Experience of a management or coordinator role in the area of social care / health or disability would be advantageous
- Experience in the supervision of health / social care colleagues would be advantageous
- A full driver's licence holder as the candidate will be expected to travel around the service and to other locations as part of their role.
- 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.

And: Have a minimum of three years' experience of working in Social care / Child protection Community care or other child and family services with a similarly challenging client group.

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 one 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. 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 and 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 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.
- Empathetic with high emotional intelligence to work with a wide range of skill levels, personality types and levels of social care experience.

Other duties and responsibilities

Administration and Accountability

- Assist in the administration and day to day operation of the service.
- Ensure all communication (self and team) is conducted professionally and in a timely manner
- Ensure that all records are updated and maintained to a professional standard
- In conjunction with the Aftercare Manager, contribute to the ongoing development of the service in keeping with good practice, Tusla, HIQA requirements and Company objectives.
- 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
- Provide leadership and motivation in order to optimise service delivery by developing teams and promoting change management.
- Contribute to 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 as required.
- Contribute to 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.
- Participate in regular professional supervision.
- 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.
- 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 Tusla & 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.

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

Cork

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7th May, 2025

Expiry Date

16th May, 2025

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