

Peter McVerry Trust: Manager – Housing with Supports **(<https://www.activelink.ie/node/115609>)**



Manager – Housing with Supports

Hours: Full- time

Reporting to: Head of Services

Location: Limerick

Role Overview

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 role of Manager - Housing with Supports is an important role within the Housing with Services team, ensuring that we are able to deliver the highest standards of service to our participants and other stakeholders.

Role is Limerick based with an oversight of other Housing with supports services in the Munster Region

Responsibilities

Reporting to the Regional Head of Services:

- You are responsible for the management of all operational matters associated with the efficient and effective running of your cluster of services including the management and supervision of dedicated staff teams;
- You ensure that the services for which you are responsible, prioritise 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.

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 Regional 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.

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 Regional Head of Services).

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 organisational 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.

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 Regional Head of Services and written reports to the CEO on request.

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 Regional 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 Regional 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.

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.

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.

Team Management:

- As a manager, it is important to take charge of the local onboarding process for new staff members and ensure they are properly introduced to your service. Additionally, you are expected to conduct regular one-on-one meetings with your team members in order to stay up to date on their progress and address any concerns or challenges they may be facing.
- You are responsible for providing guidance and support to your team members ensuring that you build a strong working relationship with your direct reports.
- You are responsible for setting clear goals and expectations for your team in addition to monitoring and evaluating performance.
- Provide regular feedback and coaching to help team members develop in their roles.
- Manage any conflicts or issues that arise within the team.
- Update your line manager regularly on any employee relations issue that may arise
- If any performance-related issues arise, they should be dealt with and resolved quickly and locally. Please contact HR if you require assistance
- Develop and implement strategies to improve team performance and productivity.
- Ensuring that your team has access to regular training and development and update staff training records
- Ensure that your staff are released from their duties to attend training as and when required.
- You are required to complete interim and final month probationary reviews with all new staff members reporting directly to you to assess their progress and provide constructive feedback. As well as performance reviews for existing staff.
- You are required to ensure that all staff on your team clock in and out for their shifts through the PMVT Time Management system and all leave is recorded properly through the time management system.

Experience Required

Qualifications, Skills and Experience required;

- A minimum 4 years relevant post qualification in a housing and residential setting while working with individuals with mental health and addiction issues.
- An understanding of Housing First and its importance in addressing homelessness while working with those most marginalised.
- 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 required in order to work along side HOS/DOS.

Other Information

- **Confidentiality:** It is a condition of service that all information obtained during the course of employment, especially with regard to participants affairs is treated with the strictest confidence.
- **Equal Opportunities:** To implement Equal Opportunities into your daily practice at all times
- **Health and Safety:** To be responsible for your own health and safety and that of your Colleagues in accordance with relevant PMVT policies and procedures.

Employee benefits

- Attractive Salary
- Core Professional Training and CP
- 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 pmvtrust.ie/careers/ (<https://pmvtrust.ie/careers/>) : [Application Form](https://pmvtrust.ie/wp-content/uploads/2024/01/PMVT-Application-Form.docx) (<https://pmvtrust.ie/wp-content/uploads/2024/01/PMVT-Application-Form.docx>)

Completed application forms should be sent to recruitment@pmvtrust.ie (<mailto:recruitment@pmvtrust.ie>) along with your CV and Cover Letter.

Closing date: Friday, 13th June 2025

*Peter McVerry Trust is an Equal Opportunity Employer.
Registration Number 412953 | Charity Number CHY7256*

Region

Limerick

Date Entered/Updated

13th May, 2025

Expiry Date

13th Jun, 2025

Source URL: <https://www.activelink.ie/vacancies/community/115609-peter-mcverry-trust-manager-housing-with-supports>