

## **Merchants Quay Ireland: Service Co-Ordinator** **(<https://www.activelink.ie/node/115935>)**



### **Service Co-Ordinator** **Louth and Meath Family Support Service**

**Responsible to:** The Head of Operations and Deliver, through the Deputy Head of Operations, Regions & IPS

**Report to:** Northeast Regional Manager

**Objective:** To provide strategic and operational leadership in the delivery of Family Support Services across Louth and Meath, ensuring the provision of responsive, client-centred supports to families affected by alcohol and other drugs.

**Type of Contract:** Maternity Cover (6 months fixed term contract)

**Location:** Meath and Louth

**Hours:** 39 Hours Per week

### **Role Summary**

MQI is seeking a proactive and experienced leader to coordinate and grow a community-based Family Support Service across Louth and Meath for families affected by alcohol and other drugs. Reporting to the Northeast Regional Manager, the Service Co-Ordinator will be responsible for overseeing day-to-day operations, delivering high-quality, evidence-based supports, and managing a multidisciplinary team. The postholder will champion person-centred care, develop strategic partnerships, and raise awareness of the service at local and regional levels. This role also includes maintaining a small caseload and supporting the development of peer-led family support groups, ensuring services are responsive, accessible, and aligned with national policies and best practices.

### **Main Responsibilities**

#### **Service Delivery & Co-Ordination**

- Manage the development and delivery of all day-to-day operational functions of the Northeast Family Support service.
- Identify potential gaps or blocks to progression for service users and problem solve in conjunction with other services, ensuring integration, referral pathways and interagency case management, where appropriate.
- Ensure the provision of care and support to all service users reflecting a person-centred approach to care.
- Ensure that the services are managed and operated in line with the vision and mission of MQI and in line with requirements as agreed by funding agencies.
- Support the development and delivery of the services using evidence-based models of intervention, and accurate data.

#### **Stakeholder Engagement**

- Develop and maintain working relationships with statutory, voluntary and community services within Louth/Meath ensuring there is a high level of awareness of the Family Support Service.
- Represent the service on relevant local and regional committees.
- Communicate effectively and maintain appropriate accountability to the Northeast Regional Manager, Executive Team,

and the Board of Directors.

- Keep up to date with relevant developments in the region.

## **Reporting**

- Produce monthly activity reports for Senior Management in line with funding agencies requirements and compile any ad hoc information requests relating as required.
- Maintain an up-to-date record on treatment statistics on the Health Research Board's online National Drug Treatment Reporting System (NDTRS). Ensure team keep up to date with same.
- Report on complaints and compliments received and ensure that the CRM system (Salesforce) is kept up to date by all staff and to provide reports as required.
- Report to Northeast Regional Manager for individual support, supervision, performance appraisal and working within the parameters of this role specification.

## **Quality Service and Standards**

- Understand, support, and promote the aims and objectives of the current and future National Drugs Strategies.
- Ensure the Health & Safety standards are met and maintained within the service in accordance with MQI Health & Safety obligations.
- Support the team to Implement the National Drug Rehabilitation inter-agency case management process.
- Ensure appropriate MQI policies, procedures, and guidelines are adhered to for the delivery of a high-quality service.
- Undertake a periodic review/assessment of care practices in response to service user needs. Incorporate service user feedback processes into service evaluation.
- Manage the allocation of resources across the services, to establish inter-operability across the region when cover is required.
- Become familiar with and ensure that all MQI's policies and procedures are being adhered to particularly those relating to Health & Safety, HR, Confidentiality, Boundaries, and staff code of conduct etc.

## **Human Resource Management**

- Supervise and support staff, ensuring all relevant documentation is completed, and a consistently high standard of care plans, key working, assessments, and referrals are being carried out in line with the service requirements.
- Deliver support and supervision to all volunteers in the service and encourage the participation of volunteers in the provision of services, ensuring relevant policies and procedures are in place.
- Assess the training and development needs of staff and input to the annual training plan to be agreed with the Northeast Regional Manager.
- Work with the People and Culture Department in relation to all HR processes including recruitment, performance management, disciplinary processes etc.
- Assist the Northeast Regional Manager in the ongoing development of the service in line with emerging needs in service provision and Family Support strategies/protocols etc.

## **Administration**

- Ensure appropriate financial controls are maintained in consultation with the Finance Department, support and participate in all audits and/or evaluations.
- Comply with all requirements in relation to all the appropriate paperwork for the service such as client files, accident reports, service user complaints, minutes of meetings etc.
- Manage delegated budget for the service, and track and report on expenditure for the service to the Northeast Regional Manager.

## **Family Support Delivery**

- To work directly with people who have been impacted by familial/significant others drug and/or alcohol use.
- To provide formal assessment, key working, case management and care plan development supports to family members.
- Identify and deliver evidence-based interventions and models of best practice in relation to family support.
- Work with all service users, develop professional relationships, gaining their trust and respect and deal with difficult or problematic situations in a sensitive manner and within the framework of the organisation's policies and record such incidents as appropriate.
- Engage with service users with a person-centred approach, exhibiting professional boundaries while ensuring the

values and ethos of MQI are upheld.

- Monitor and support service users ensuring that all relevant documentation is completed, and that links are being made with the appropriate internal and external services.
- Establish and support peer led Family Support Groups in each of the target counties.

## Person Specification

- Minimum level 7, 3rd level qualification in Social care/Social studies or in a related field (Essential).
- Frontline management experience in a role which supports the understanding of family members living with substance misuse (Essential).
- Experience of group facilitation (Essential).
- Knowledge of family (parenting) programmes such as Triple P, SFP, parenting plus etc. (Essential).
- Knowledge and understanding of National Drug & Alcohol Strategy and National Drug Rehabilitation Framework (Essential).
- Full Clean Drivers Licence (Essential).
- Knowledge and understanding of evidence-based family support approaches such as 5- Step and CRAFT (Accreditation desirable).
- Experience of setting up/developing programmes in an area and the use community development principles (Desirable).
- Knowledge and understanding of Community Development Principles.

**Salary** 42,505-44,885

**If you are interested in applying for this role, please click the link [/merchants-quay-ireland/jobs/32178/service-coordinator-meath-and-louth](https://login.hirelocker.com/merchants-quay-ireland/jobs/32178/service-coordinator-meath-and-louth) (<https://login.hirelocker.com/merchants-quay-ireland/jobs/32178/service-coordinator-meath-and-louth>)**

**[Apply now \(https://login.hirelocker.com/merchants-quay-ireland/Apply/32178?companyId=5247\)](https://login.hirelocker.com/merchants-quay-ireland/Apply/32178?companyId=5247)**

### Region

Louth & Meath

### Date Entered/Updated

30th May, 2025

### Expiry Date

13th Jun, 2025

---

**Source URL:** <https://www.activelink.ie/vacancies/community/115935-merchants-quay-ireland-service-co-ordinator>