

Dublin Simon Community: Supervisor - Harcourt Street **(<https://www.activelink.ie/node/116273>)**



About Us: At Dublin Simon Community, we're dedicated to making home a reality. We empower individuals to access and sustain housing through services like prevention, addiction treatment, emergency response, and targeted interventions, in collaboration with our partners.

If you share our values and want to make a difference, we'd love to hear from you. We're looking for client-focused, friendly, and adaptable individuals to join our team.

We prioritise best practices in HR, including staff training, communication, and involvement in decision-making, to create a supportive and effective work environment.

About the job

Contract type: Permanent

Working hours: Supervisors are expected to undertake a 7 day liability working on a rota to include mornings, daytimes, evenings, weekends and work 37.5 hours per week.

Location: Dublin 2

Report to: Service Manager

Support the service manager and team to ensure the provision of high standards within Dublin Simon and work consistently to best practice standards, meeting the needs of service users.

Your Responsibilities

Operational

- Oversee the operations of the service, supporting the service manager in the day to day running of the service.
- Ensure consistency of handover between shifts. Monitor completion of daily tasks and operations of each shift and ensure recording of same by staff team. Report any concerns to service manager.
- Lead the induction and training of staff and new staff in operational duties.
- Support the team and service manager to manage the delivery of day to day operational functions of the service.
- Provide the main point of contact for maintenance issues liaising with relevant maintenance stakeholders and follow agreed processes to ensure prompt response.
- Provide the main point of contact for cleaning contractors and oversee the completion of tasks by contractors.
- Implement the cash management policy and conduct regular audits of the cash management processes in the service, reporting to the service manager.
- Ensure the client feedback management policy and procedure is fully implemented locally, responded to promptly and service user participation is developed on an ongoing basis.
- Oversee the full service rota, ensure shifts are covered according to local policy. Maintain records in and report on Time Management Systems and other reporting requirements.
- Perform all relevant administration for the above.
- Provide information & advice to staff on emergency services as first point of contact if required when managers are not available.

Health and Safety:

- Provide the initial response and support to staff for incidents and assist the service manager with overall incident management. Ensure the implementation of recommendations and preventative or corrective actions from incident

reports.

- Monitor the cleaning, hygiene and HACCP standards of the building and support the team to ensure a high standard is maintained. Be the main point of contact for cleaning contractors.
- Support the team and service manager to ensure high standards of health and safety in the building.

Care and Case Management:

- Support the team and service manager to implement systems and structures within the service relating to case management.
- Monitor and report on the implementation of client development programmes.
- Implement placement sustainment protocols within the service
- Contribute to care and case management reviews as required and support the team in case management.
- Undertake audits as required

Quality:

- Support the team in the implementation of quality standards.
- Support the team and service manager to implement, deliver and review strategic and operational projects in line with the Strategic Plan.
- Ensure policies procedures and guidelines are read and understood by staff and contribute to the development of new procedures as required.
- Ensure the data protection policy is implemented, make process improvements where possible and audit the service's compliance.

Working Together:

- Provide some staff supervision in line with best practice guidelines
- Work with and attend meetings with external stakeholders as necessary.
- Provide direction on operational tasks to staff team on a daily basis
- Ensure ongoing regular communication between the service and the local community to develop and maintain positive relationships with neighbours and other key stakeholders, in line with good practice and policy, and implementing the 'Good Neighbour' Policy.

Essential for the role

- Third level qualification to degree level in a relevant discipline.
- Knowledge of services in the Homeless sector
- Understanding of why people become homeless and the needs they have.
- Problem solving and Decision Making
- Delegation and Communication
- Organisational skills
- Planning skills
- Attitude and Motivation of Self
- Record keeping and report writing skills.
- Min 2 years experience in homeless services or working with vulnerable and disadvantaged groups.

Desirable for the role

- Developing, implementing and evaluating action plans.
- Driving change improvement initiatives, team development and systems implementation.
- Team leader or supervisor experience.
- Experience working in a residential homeless service setting.

Benefits to working with Dublin Simon Community

- 25 days annual leave
- 5% matched contribution to your pension
- Paid Sick Leave Policy
- Paid Maternity Leave Policy

- Bike to Work Scheme
- Commuter Travel Tax Savers Ticket
- 1st-week Comprehensive Training
- Progression Opportunities

Please note: If you are unsure of any of the requirements, please contact the Recruitment Team at (01) 6354860. Shortlisting will continue throughout the recruitment process.

Apply for the position (<https://dubsimon.jobs.people-first.com/jobs/details/recruitment%2Fjobdetails%2F01c9e75d-d578-4240-86f7-1977db01acc0/apply>)

Application due date: 24/06/2025

Dublin Simon Community is an equal opportunities employer and encourage applications from all qualified individuals.

Region

Dublin 2

Date Entered/Updated

17th Jun, 2025

Expiry Date

24th Jun, 2025

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