



Job title:	Service Manager (Maternity Cover) 12 Months
Location:	4 Castle Street, Dublin 2
Reports to:	Head of Services
Purpose:	The Service Manager will demonstrate excellent leadership skills to develop an effective team, and will manage and develop care pathways, to ensure effective service delivery for all Ruhama service users, nationwide.

Overview of role:

Operational management of all Ruhama’s service provision to those impacted by prostitution and sex trafficking.

KEY DUTIES & RESPONSIBILITIES:

Service Delivery

- To manage the day-to-day operations of service provision.
- To manage, oversee and develop the frontline staff team.
- To provide one to one brief interventions, and group sessions to service users (as necessary).
- To implement, oversee, review and monitor standard assessment, referral pathways and shared care planning.
- To ensure that care plans and a case management system are monitored and regularly reviewed for all service users who are engaged in the service.
- Continually monitor the effectiveness of service provision through mediums such as data collection and analysis, emerging trends, service user and staff feedback and audits.
- Respond to service user presenting needs and make recommendations for change/improvements as appropriate.
- Monitor clinical record keeping systems with a focus on outcomes.
- Keep abreast of best practice in relation to prostitution and sex trafficking and represent Ruhama in this regard with external stakeholders.
- Ensures the implementation and delivery of evidence-based interventions to service users
- Network, liaise & represent Ruhama in public fora advocating on behalf of the organisation and our service user group.

- Develop Ruhama's training service to external entities.
- To oversee and ensure the smooth running of volunteers within Ruhama.

Staff Support

- Provide consistent and excellent leadership skills to support staff in the delivery of relevant areas of their roles.
- To provide support and supervision to staff.
- To oversee the training and development needs of staff and to develop training opportunities for them in line with quality standards & CPD.
- Manage performance management system.

Administration

- To keep accurate records and document all relevant work on the Ruhama database.
- To monitor, track and evaluate all work.
- To comply with all Ruhama policies and procedures.
- To attend supervision with the Head of Services.
- Any other appropriate duties requested by the Head of Services.

PERSON SPECIFICATION

The person specification sets out the essential abilities and qualities needed by the successful candidate for this post.

Qualifications

- A relevant third level qualification e.g., social studies, addiction, nursing, counselling, psychology or related field is essential.
- Evidence of a track record of continuous professional development.
- Management qualification is desirable.

Experience

- Minimum of 5+ years' experience working in a frontline setting, working with vulnerable cohorts with complex and multiple needs is essential.
- Experience of case management approach is essential.
- Understanding and some experience of related issues including homelessness, addiction, mental health, immigration issues is essential.
- Experience of working in liaison with other agencies within the community, voluntary and statutory sectors is essential.
- Experience of managing and supervising staff is essential..
- Experience of Salesforce or equivalent, including developing reports is desirable.
- Excellent English is essential while additional language skills would be desirable.

Knowledge

- Knowledge of evidence-based interventions for those who have been sexually exploited.
- A knowledge of the impact of prostitution on individuals physical, emotional and psychological development.
- A knowledge and understanding of a trauma informed approach.
- Knowledge of the issues facing asylum seekers, refugees, those trafficked and migrants in Ireland, especially women.
- A good understanding of the addiction harm reduction model.
- Demonstrates a working knowledge in the complexities faced in delivering services to service users in challenging environments.

Skills and Abilities

- Excellent Leadership skills and the ability to motivate a team.
- Strong communication, organisational and delegation skills.
- Demonstrates effective problem solving and decision-making skills.
- Ability to effectively multitask and manage competing deadlines.
- To develop and maintain effective working relationships with other agencies, using an interagency approach.
- Ability to manage challenging behaviour and complex issues.
- Proven ability to use own initiative and work as part of a team.
- Ability to manage and communicate around change.
- High motivation and enthusiasm with a positive attitude and flexible in response to organisation change & development.
- Ability to maintain confidentiality within the guidelines and policies of Ruhama.
- Excellent report writing and IT skills.
- A strong interest in the area of social justice & human rights.

Other

- Availability for flexible working hours is essential.
- Full Clean Irish driving licence and access to a car is essential.
- Flexibility to travel nationally as and when required.
- Garda Vetting will apply.

Ruhama is an equal opportunities employer.