*Our vision is to be the trusted quality care provider within our communities by supporting individuals and families to reach their full potential.*

Clarecare is a professional social enterprise organisation providing a range of people centred social services to individuals and families in County Clare for over 57 years.  Current services provided include Family Support Service, Older Person Services (including Day Centres and Home Support Service) and Bushypark Addiction Treatment Service (Residential & Community).  Clarecare’s headquarters are based in Ennis with local offices in Shannon, Kilrush, Killaloe and Ennistymon. Further information is available on [www.clarecare.ie](http://www.clarecare.ie) and [www.bushypark.ie](http://www.bushypark.ie)

Clarecare, in partnership with the HSE, is delighted to announce the upcoming opening of our **Day Care Centre** for older persons in **Kilrush**. This purpose-designed facility will be located at **Regina House, Cooraclare Road**, and will operate **Monday to Thursday**, providing a warm and supportive environment where older persons can flourish.

As we prepare to open our doors in the very near future, we are now seeking to recruit **a professional, kind, compassionate, and reliable Day Centre Manager** to join our dedicated team.

We would love to hear from you, if you have:

* a positive attitude
* a genuine passion for supporting older people
* the desire to help make every day a good day

JOB DESCRIPTION

TITLE: **Day Centre Manager – West Clare (Kilrush)**

**ROLE:** responsible for the day to day operation of Clarecare’s new Day Care facility for Older Persons in West Clare, which includes meals provision and delivering social activities.

**OBJECTIVE:** This is a part-time, permanent position to develop and expand the operation of our new Day Centre facility for circa 20+ older persons located at Regina House, Cooraclare Road, Kilrush, Co. Clare on a 4 days per week Monday to Thursday basis.

Duties include: provision of meals, organisation of social activities/entertainment, facilitation of other services as appropriate for older persons; and the recruitment of clients to the Centre. The Manager will be hands on and manage the Day Centre Team comprising of up to 5 staff and volunteers (the team will increase as the Service evolves).

**JOB RELATIONS:** The Day Centre Manager will work as part of a wider Older Persons Services Team in Clarecare and will report to the Chief Executive Officer (CEO) or designate.

**JOB LOCATION:** This is an on-site position, based in Kilrush, Co. Clare (Remote/hybrid working does not apply). Location may change based on operational requirements.

**DAYS/HOURS OF WORK:** This is a part-time permanent position of 4 work days per week (Monday to Thursday inclusive). Flexibility is required regarding your work days/hours (start & finish times) which are subject to change. Daily work hours are from 9.30 a.m. to 4.00 p.m. inclusive of 30 mins. lunch break. Flexibility is required regarding your work hours.

**ANNUAL LEAVE:**  21 days annual leave per annum per full leave year (Jan-Dec incl.) for this 4 days per week part-time, permanent position.

**RESPONSIBILITIES OF THE POSITION:**

**General Responsibilities**

* To report to the CEO of Clarecare or delegate.
* To adhere to Clarecare policies and procedures in relation to all work with Clarecare.
* To maintain files in accordance with Clarecare standards in order to ensure that good record keeping practices are in place.
* To complete statistics/reports for Day Centre services and/or as required by the Line Manager.
* To work as part of the wider Clarecare Structure.
* To support the work of staff, volunteers, students and others involved in Clarecare.
* To attend supervision sessions with your line manager.
* To maintain professional boundaries in all work with clients.
* To perform such other duties appropriate to the office as may be assigned to your Line Manager or designate.

**Specific Responsibilities**

* Responsible for providing best practice care to clients attending the Day Centre.
* Promote and deliver a model of person centred care that is community focussed, quality oriented, safe, and operates to the highest standards.
* Respect the rights, dignity and confidentiality of all clients attending the Day Centre and their carers/advocates.
* Manage, co-ordinate and support the work of all staff and volunteers, effectively resolving any issues that may arise e.g. staffing/recruitment, performance, disciplinary, grievance, etc. Liaise with HR Dept. as relevant. Ensure clarity of roles, assignments of duties, adequate staff client ratios at all times, arrangement of leave, etc.
* Assist in the placement of students looking for work experience – provide induction/ongoing supervision and administer all relevant documentation.
* Carry out the administration required to provide an efficient and effective Day Care Centre. Ensure all client data is up to date and stored securely in line with Data Management processes.
* Provide a quality service to clients focussing on increasing their self-esteem and enhancing the lives of clients and their family members/carers.
* Work in partnership with staff members and external agencies and deliver an appropriate service ensuring the individual needs of clients are responded to in a flexible/efficient way.
* Take responsibility for sourcing and enhancing client attendance (up to 20 persons per day) at the Day Centre.
* Oversee the provision of meals to Day Centre clients, ensuring high quality food is provided in line food safety standards (HACCP).
* Engage with the Bus service for Day Centre clients to ensure an efficient transport service is provided to clients.
* Where relevant & appropriate, escalate any client nursing concerns to the relevant Family member/PHN/GP etc.
* Welcome any visitors to the Centre and provide feedback/phone support to family carers regarding clients in the Centre or consult with them on the wellbeing of their family member.
* Arrange relevant clinics weekly e.g. hairdresser, chiropody, etc and administer and document payments for same.
* Appropriately manage any client accidents/incidents or feedback/complaints in conjunction with the relevant policy & procedure and report them to the CEO or designate and HR where relevant.
* Plan and provide suitable activities for Day Centre attendees e.g. Music events, Arts & Crafts classes, computer training, etc.
* Ensure Day Centre is run within budget agreed with CEO. Monitor expenditure against allocated budgets and maintain effective financial controls within the Day Centre in conjunction with the CEO.
* Encourage the active participation of the clients in appropriate activities and ensure their safety and well-being is not compromised.
* Ensure all Health & Safety regulations are implemented and adhered to with risk assessment undertaken as and when required e.g. activities for the Older Person.
* Preparation and submission of monthly KPI returns. Develop, implement and maintain efficient/clear administrative, recording, accounting systems as required.
* Arrange monthly client forums and conduct client satisfaction surveys as relevant.
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* Arrange monthly client forums and conduct client satisfaction surveys as relevant.
* Plan and arrange activities/entertainment and celebrations for Day Care Centre attendees as well as small to large group outings e.g. Christmas and Summer events, etc.
* Experience of carrying out risk assessments and ensuring controls/actions are implemented.
* Organise interesting and appropriate events e.g. First Aid, Fire Prevention, Safety in the home, Budgeting advice, Health and Wellbeing, Arts & Crafts, etc.
* Maintain up to date client records/files and payments in a secure manner.
* In conjunction with the Social Worker for Older People, Home Help Co-Ordinator and relevant Third Parties (e.g. GP’s/PHN’s, etc), identify new potential Day Centre clients.
* Attend meetings in connection with Day Care Centre.
* Attend all mandatory training as advised by Clarecare.
* Hold regular meetings with volunteers and other relevant staff to ensure safe delivery of service.
* Promote services of Day Care Centre by delivery of flyers to agencies or places such as GP’s Surgeries, Dentists, Churches, Post Office, and Local Shops, etc.
* Effectively resolve any people management or day to day operational issues that may arise.
* Attend other meetings as necessary.
* Any other relevant duties as assigned.

**REQUIREMENTS/QUALIFICATIONS FOR THE POSITION:**

**Essential Requirements:**

* Minimum Level 7 Degree in Social Care, Social Studies, Healthcare related field or equivalent.
* Minimum of 2 year’s post qualification healthcare/social care experience in:
  + working with older people in a professional capacity with a keen understanding of their needs **and** managing a team of people in a similar role.
* Candidates must possess the requisite managerial and administrative knowledge and experience together with the ability including medical fitness and be of good character to properly discharge the duties of this position.
* Experience of working with clients presenting with complex needs in a variety of different situations.
* Experience of organising social activities/entertainment for groups.
* Interest in the issues arising for older people and a desire to work with older people with a “can do” attitude.
* Excellent communication, organisation and interpersonal skills with the ability to work on own initiative and as part of a team.
* Well-developed IT skills i.e. MS Word, Excel, Email, databases e.g. OneTouch/Viclarity or equivalent.
* Proven interpersonal and organisation skills with an ability to work on own initiative and as part of a team.
* Ability to appropriately represent the Service. Network/ liaise with other service providers, health professionals and potential referral sources e.g. PHN’s, GP’s etc to promote the service.
* Ability to demonstrate empathetic understanding issues/dilemmas which may arise for vulnerable people.
* Ability to build effective working relationships both internally and externally.
* Engage in continuing professional development by keeping up to date research and new developments in Gerontology or Older Persons Services and to attend training as considered appropriate.
* Can consistently maintain high standards of behaviour and performance, exercising due care and discretion, ensuring necessary and sufficient controls are in place to safeguard the integrity and reputation of Clarecare.
* Reliable with the ability to plan and work efficiently to establish priorities and allocate time and effort accordingly.
* Demonstrate ability to generate new ideas and acts on them accordingly.
* To be flexible and adaptable in one’s approach to work with clients.
* To maintain appropriate/accurate records of clients in receipt of the Clarecare service.
* Maintains appropriate professional boundaries with external parties and colleagues.
* Ability to maintain the principles of confidentiality in all areas of work.
* A positive ‘fit to work’ medical.
* A positive Garda vetting disclosure through Clarecare.
* Two positive written employment references from current/most recent employers.
* Full clean driving licence with indemnity to Clarecare on your private motor insurance policy.

**Desirable:**

* A Nursing Degree and current registration with NMBI is a distinct advantage.
* FETAC Level 5 qualification in Care of the Older Person and/or Care Skills.
* HACCP trained.
* A knowledge of the work & ethos of Clarecare.

**SALARY & BENEFITS:** The salary and benefits on offer for this position is commensurate with experience and available upon request from HR on 086 – 4161520.

* 21 days annual leave per annum for this part-time permanent post, excluding Public Holidays.
* Free access to Employee Assistance Programme Services via VHI.
* Defined Contribution Pension Scheme Membership on successful completion of probation (6 months).
* Payroll deduction facility for Health Insurance cover.
* Cycle to Work Scheme.
* Access to Sick Pay Scheme on successful completion of probation (6 months duration).
* Access to Clarecare’s Wellness Programmes.

NOTE: This job description is given more as a guideline, as unforeseen policy changes or emerging needs may create new demands requiring different responses from the position.