ADAPT Kerry

Head of Services

(Draft Job Description)

As Head of Services, you will play an important role at ADAPT Kerry, supporting the management team and developing our core services including, Refuge, Outreach, and Children’s Services.

**Reporting to:** Chief Executive Officer/General Manager

**Hours** 37.5 hours per week, 5 days per week (9am-5pm).

**Location:** Tralee and Killarney (you will be expected to have a presence at both sites to ensure smooth operation and oversite of all services.

# SUMMARY OF ROLE

The Head of Services will display excellent leadership skills to develop and manage integrated care pathways, ensuring effective trauma informed service delivery for all ADAPT Kerry clients. They will ensure the delivery of all aspects of the service is in line with the Strategic Plan and management of services with attention being paid to quality provision and risk management.

Reporting to the CEO (General Manager) this role encompasses management and oversight of all ADAPT Kerry’s service provision to women and children impacted by domestic violence/coercive control. The Head of Services will support the CEO/General Manager in all planning and activity to ensure organisation structure and accountabilities are aligned with strategic and operational requirements, implementing improvements and change as required. The Head of Services is supported by a management team, who hold responsibility for teams of staff who offer frontline services to women and children impacted by domestic violence/coercive control.

# ROLE RESPONSIBLILTIES

* Lead and manage ADAPT Kerry’s Services to women and children to the highest level of quality, efficiency, effectiveness and accountability.
* Manage the Coordinators/Management Team on a day-to-day basis and support them to ensure all services are aligned in relation to the delivery of cohesive, quality support services across all departments
* Day-to-day management to the Coordinators/Management Team, providing them with guidance and support, assisting them in relation to their management of frontline staff.
* Manage the Outreach Team and oversee the strategic development of this service including Outreach, Legal Advocacy, Therapeutic responses.
* Have oversight and responsibility for the delivery of all service related KPI’s and outputs of services, ensuring these are in line with agreed targets from funders etc.

Develop, drive and manage the implementation of the Services strategy as part of ADAPT Kerry’s overall strategic plan.

* Ensure the delivery of best practice models of service across the organisation to ensure they remain needs-led, and outcomes focused.
* Report to the CEO/General Manager on all matters relating to operational aspects of Services.
* Responsible for ensuring ADAPT Kerry’s compliance with best practice regarding the safeguarding of children and adults that we work with, consistent with the requirements of legislation, national standards and best practice.
* Working with the CEO to attract funds from statutory and other sources to ensure that ADAPT Kerry’s work can be appropriately resourced and developed.
* Have budgetary responsibility for the core pillars under your control and to assure the efficient management of all financial and administrative matters according to the ADAPT Kerry systems and procedures and in consultation with the Finance personnel.
* Have oversight and responsibility for all service related documentation, procedures and processes, ensuring they are in compliance with best practice standards.
* Supporting the effective management and accountability of the management team ensuring they receive appropriate supervision and support, and appropriate HR processes are followed.
* Oversee the management of service users’ complaints.
* Ensure changes/improvements to service provision are based on service users’ needs and current trends and patterns.
* Assist the CEO/General Manager in the management of the growth and development of interagency partnerships working with ADAPT Kerry.
* Develop and implement the annual operational service plan in line with agreed annual strategic plan priorities.
* Support the CEO/General Manager to prepare and progress strong business cases for future service growth and development.
* Innovate and help drive the expansion of the organisation. This includes working with the team to raise awareness and support fundraising events, also participating in networks.
* Assist with the development of local collaborations, including the ‘Together Project’.
* Ensure risk management is prioritised and adhered to.
* Monitor and evaluate the effectiveness of service provision through mediums such as data collection, emerging trends, clients and staff feedback, evaluations and audits.
* Responsibility over the e-safe system and GDPR Compliance
* Provide consistent and excellent leadership skills to support staff in the delivery of all areas of their roles.
* Provide support and supervision to the management team and oversee the training and development needs of staff in line with CPD.
* Assist the CEO/General Manager in the annual budget preparation.
* Ensure all aspects of service provision are delivered in line with budget, and promptly report any significant deviations to the CEO.
* Ensure compliance with all ADAPT Kerry policies and procedures.
* Deputizing for the CEO/General Manager if and when required.
* Any other appropriate duties requested by the CEO/General Manager .

# CANDIDATE PROFILE

The ideal candidate for this role should have a strong work ethic and the ability to work autonomously. The candidate profile sets out the essential abilities and qualities needed by the successful candidate for this post.

## Personal Attributes

* Strong team player, flexible and adaptable
* Quality driven
* Self-aware and ability to stay calm whilst remaining task focused
* Highly motivated with a commitment to deliver quality services
* Committed, self-motivated and hard working
* Ability to prioritise competing demands and to meet deadlines
* Excellent problem-solving ability
* Excellent communicator
* Awareness of confidentiality and the ability to deal with sensitive issues
* Data curious with understanding of the role of qualitative and quantitative data

## Skills

* Ability to support quality implementation by developing effective action plans
* Strong written and verbal communication skills
* Relationship building skills with internal and external audiences
* Ability to make decisions in uncertain environments with diverse partners and where there are multiple and competing demands
* Ability to deal with uncertainty, crisis, change and ambiguity
* Ability to work effectively with different systems internally and externally
* Strong effective leadership, people and team management and motivational skills
* Effective negotiation and conflict resolution skills
* Excellent IT skills, including Microsoft Word, Excel, SharePoint, and Teams
* Excellent database management
* Working knowledge of GDPR

## Qualifications, Experience and Knowledge

* A relevant 3rd level qualification in Social Work/Care or related field
* Professional management qualification or at least 3 years’ experience in a Senior Management role
* Knowledge and experience of implementation of domestic abuse/coercive control interventions
* Change management skills
* Experience of effective cross-functional working
* Experience in the not-for-profit sector

## Further details

* 37.5 hours per week
* Salary: €58,297 - €66,708
* On-Call duty will be required