



JOB DESCRIPTION

JOB TITLE:	SENIOR SERVICES MANAGER
RESPONSIBLE TO:	CHIEF OPERATING OFFICER
EMPLOYING AUTHORITY:	KINGSRIVER COMMUNITY HOLDINGS CLG
Hour Per Week	35
Salary	Grade VII

The Senior Services Manager is responsible for:

1. Managing the Service in an efficient and effective manner, ensuring that budgetary and staffing levels are not exceeded.
2. Ensuring each individual supported is treated with the utmost respect and dignity and encouraging recognition of the individuals' human rights and decision-making capacity. Ensuring that each individual is supported across his/her areas of responsibility to live their best lives.
3. Maintaining the highest standards, in relation to the care, education, training and rights of people within the Service.
4. Ensuring all employees comply with the overall Policy of Kingsriver and with all other policies issued in relation to specific aspects of Service delivery.
5. Ensuring that all services are delivered in line with the UN Convention on the Rights of People with Disabilities and that the voice of the person is listened to, heard and at the service of all service provision
6. To provide strategic leadership and direction for the service which results in the delivery of effective, efficient, quality assured, and person serviced services for Kingsriver and in line with National Policy.



DUTIES AND RESPONSIBILITIES

1. Reporting to the COO on the overall governance and management of service delivery.
2. Ensuring an environment is created and maintained within the service, which is conducive to the well-being and development of people we support and staff.
3. Through the various Department and Managers within the Service, ensuring the highest standards of practice, care and efficiency are maintained in respect of day, residential and respite services.
4. Ensuring that the service is compliant with all HIQA and regulatory standards.
Implementation of New Directions Policy in Adult Day services
5. Implementing policies, procedures, guidelines and decisions taken by the Board of Directors and Central Management Executive in relation to the Service.
6. Participating in the Service Co-ordinating Committee and such other committees, working groups and study groups as may be required from time to time.
7. Working in collaboration with the Values Co-ordinator to ensure that the Values of the Service are given effect in relation to both people we support, and staff needs.
8. Liaison with the medical team and MDT teams on all clinical matters relevant to people we support and, on all issues, concerning the health, care and protection of the clients.
9. Ensuring that people we support have clinical assessments and multi-disciplinary reviews as appropriate.
10. Liaising and consulting with families in relation to supports and care needs for people who services are provided for.



11. Ensuring that supports provided to all people supported are in compliance with national policy.
12. Ensuring that individuals living within the Service are integrated as far as possible into the community.
13. To be actively involved in leading and supporting continuous quality improvement initiatives.
14. Promoting good public relations between the Service and the public.
15. Maintaining communication and building networks including HSE, other Agencies and other stakeholders
16. Ensuring that good management practices are employed at all times regarding visiting all service areas on a regular basis, meetings with senior managers, information sharing, dissemination of information and creating opportunities for staff at all levels to contribute to service planning and development.
17. Consulting and co-operating with the Finance Manager on all areas of finance and ensuring good budgetary practice.
 - a. Ensuring that expenditure remains within budget regarding the various subheads.
 - b. Providing an effective and accountable system of finance and cost control in consultation with the Finance Manager
 - c. Through the accounts department ensuring that proper books of account are maintained.
 - d. Consulting with the Finance Manager prior to expenditure of finance over the agreed limit.
 - e. In consultation with the Finance Manager ensure that corrective measures are taken to adjust any overrun of expenditure.



- f. Ensuring that accurate records and regular checks are maintained in respect of client monies, in particular, bank and post office accounts.

- 18. Consulting and co-operating with the Manager of PETS in respect of:
 - a. Providing a planned system of preventative maintenance.
 - b. Ensuring that the gardens and grounds of the service are maintained in a neat and pleasant appearance.
 - c. Ensuring that the Health and Safety Statement is fully complied with and where accidents occur, procedures are correctly adhered to.
 - d. Maintaining the security systems within all areas of the Service.
 - e. Ensuring through regular safety drills that personnel in the Service are fully aware of the emergency procedures and that the health and safety policy is strictly adhered to.

- 19. Consulting and co-operating with the COO with respect of:
 - a. Planning new services and developments for the Service.
 - b. Governance, Quality & Risk management
 - c. Providing returns on clients for input to NASS, HSE KPIs and other templates as required and providing statistical information for the Annual Report.
 - d. Organising programmes for the training and development of personnel within the Service.
 - e. Ensuring that all students on placement receive the highest standards of training while on placement with the Service.
 - f. Ensure that a quality service is developed and maintained.
 - g. Ensuring that the Service personnel policies and procedures as set out in the Employee Handbook are adhered to.
 - h. Ensuring that in the event of non-accidental injury or complaints that procedures are followed, issues are fully investigated and written reports forwarded as appropriate.



- i. Ensuring that services recruitment procedures are complied with when recruiting employees to the Service.
 - j. Ensuring the agreed staffing complement is not exceeded.
 - k. In matters relating to discipline, ensuring HR is made aware of the issue and correct records, reports, correspondence are maintained and copied to HR
 - l. Ensuring that the relevant management staff implement the personal development review system throughout the Service.
- 20. Ensuring a high standard of cleanliness, housekeeping and hygiene is maintained in each area of the Service.
- 21. Manage and monitor complaints in line with service policy and act as designate complaints officer for services under their remit
- 22. Keeping abreast of new developments pertaining to the provision of services to people we support and changes in the Health Care System / Disability services in general.
- 23. Maintaining good working relationships with colleagues.
- 24. Maintaining a high standard of work performance, attendance, appearance and punctuality.
- 25. Ensuring the highest standards of confidentiality are maintained throughout the Service
- 31. Attendance at mandatory training and keeping professionally up to date.
- 32. Be proactive in promoting and ensuring that the ethos, mission, and core values of Kingsriver are upheld



33. Any other duties may be required from time to time.

The above job description is not intended to be a comprehensive list of duties and responsibilities and consequently the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post when in office. This job description may change in line with the changing needs and objectives of Kingsriver Community Holdings CLG.