



JOB DESCRIPTION

Residential Service Manager and Person In Charge (PIC) (Category 1)

The Rehab Group is a charity that provides services for over 20,000 adults and children, and champions the value of diversity and inclusion for people with disabilities or disadvantage in their communities throughout Ireland and the UK.

We work with people with disabilities, people on the autism spectrum, people with mental health difficulties, people who are disadvantaged in some way in the labour market, and people who want a fresh start.

Our VISION is of a charity that champions the value of diversity and inclusion for people with a disability or disadvantage, in their communities. Together, we will constantly learn and seek to provide excellent services to foster and enhance social and economic independence.

Our MISSION is helping the people we serve to be more independent; helping them to contribute to and be more included in their communities; empowering them with the skills and confidence to be active in the workforce; and supporting them to be in charge of their health and wellness.

Our VALUES underpin all we do, shape who we are and how we work with one another, in our organisation and in the community:

Advocacy: Challenge exclusion and promote inclusion

Quality: Strive for excellence in all aspects of our work

Dignity: Respect the unique worth of every person (that includes people who access our services, families, employees and volunteers)

Justice: Act with integrity, honesty, commitment and accountability in everything we do to ensure equity, fairness and transparency

Team Work: Foster an environment that encourages change, growth, trust in our organisation and in partnership with others, working together as one Rehab team



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1. **JOB PURPOSE**

The post holder has responsibility for the daily management of all aspects of operational delivery of the Supported Accommodation service.

The holder will also be the nominated Person in Charge and will ensure the provision of high quality, responsive and sustainable services in accordance with HIQA regulations and relevant legislation (including Safeguarding of vulnerable adults 2014 and Trust in Care 2005).

The individual will have responsibility for the management of relationships with key stakeholders; these relationships will be managed in close collaboration with the ISM.

The Residential Services Manager is responsible for the leadership of the team and co-ordination/direction of the activities within their services.

The Residential Services Manager is in charge of a designated Centre as the appointed person in charge (PIC).

The Residential Services Manager is responsible for the safeguarding and protection of all residents tenant in the service.

The post holder will identify and implement an integrated approach to service delivery across the Group's suite of services in their network area.

MINIMUM QUALIFICATIONS/EDUCATION/EXPERIENCE/TRAINING/KNOWLEDGE

Formal Education / Training	<ul style="list-style-type: none"> • An appropriate third level qualification or equivalent (NFQ8) in Health and Social Care management. • Full, driving licence is essential. • Project Management. • People Management. • MAPA Training. • Safeguarding Training
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<p>Work Experience</p>	<ul style="list-style-type: none"> • A minimum of 3 years' experience in management or supervisory role in the area of health or social care. • Experience as a leader with strong operational and general management competency. • Requires a conceptual understanding of their specialism typically gained through advanced training and extensive experience or a full professional qualification combined with significant practical experience. • Experience in the area of PWS is desirable • Experience of ensuring services are run in accordance with HIQA regulations <ul style="list-style-type: none"> – Involves a large element of planning and organisation, due to management of a large staff team or teams or the complexity of activities and planning; – Identifies and assesses service challenges and decides the best course of action; – Ensures the service operates effectively and in compliance with legislation, policies and procedures.
<p>Skills and Knowledge</p>	<ul style="list-style-type: none"> • Demonstrable and operational knowledge of HIQA and relevant legislation, policies and procedures. • Competence to support, develop and motivate a large staff team. • Solution- focused leader with strong people management skills • Commitment to promoting and advocating for the rights of people with a disability/disadvantage • High standard of accuracy and precision with excellent organisational skills. • Strong financial and analytical skills. • Strong presentation and influencing skills; the ability to communicate effectively at management level. • Proven ability to act strategically and think tactically. • Problem Solving and Decision Making skills. • Ability to work to tight deadlines and handle multiple priorities simultaneously. • Excellent written and verbal communication skills. • Excellent working knowledge of IT systems. • High attention to detail.



3. JOB DUTIES AND RESPONSIBILITIES

	Job Area
1.	Ensure that the service delivered meets the identified needs and wishes of the people that we support ; allowing for active participation and engagement, including the management and analysis of complaints.
2.	Actively promote a culture of continuous improvement where shared learning opportunities are optimised and national/international best practice is embedded at the earliest opportunity. This will be achieved through working in collaboration with colleagues across Group.
3.	Lead and direct operational staff within services to ensure that robust people management principles are embedded so as to foster a strong a strong cross-functional team working ethos; identification and development of emerging talent; development of a performance management culture; as well as clear communication of the team’s progress in meeting its performance objectives working closely with the ISM.
4.	Ensure that quality and safety is at the forefront of service provision and the services delivered across the services adhere to internal and external quality and registration standards. This will be measured through participation compliance with all relevant service evaluation mechanisms applicable within services arrangements and external regulatory bodies. This will be achieved through close working with colleagues from the Quality and Governance division.
5.	Identify, analyse and manage all high-level operational risks within the service to include implementing appropriate mitigating interventions; respecting the agreed Group protocols for incident reporting and management; and addressing all audit/regulatory findings within agreed timelines.
6.	To act as a People Champion of the Company’s culture and values – focusing on the employee’s wellbeing to bring best solutions for employees to promote a high performance culture aligned with the Company’s strategic objectives and to ensure employees competencies are being developed effectively.
7.	To act as person in charge of a Designated Centre for the register provider
8.	Ensure efficient management and administration of all resources i.e. staff, equipment, finance and buildings and maintain the highest standards of safety, hygiene and good housekeeping, in accordance with all elements of Safety, Health, Welfare and Hygiene legislation.



4. COMMUNICATION AND WORKING RELATIONSHIPS

Typical Level of Interaction	<input type="checkbox"/> Standard: Typical interaction is to request and provide information. Courtesy, tact and effectiveness are required. <input checked="" type="checkbox"/> Advanced: Influence using logic and facts. Communication is important but not critical to the achievement of job objectives. <input type="checkbox"/> Expert: Win the hearts and minds, changing opinion of people. Critical in achieving the job objectives.
Primary Audience (Internal)	<ul style="list-style-type: none"> • Service users • Service users family members • Regional Operations Leadership Team • All staff within services, region and extended Group • Managers within integrated region • Clinical support teams • Relevant business partners • Organisational support
Level of Audience (Internal)	<input checked="" type="checkbox"/> Clerical / Operational <input checked="" type="checkbox"/> Supervisory / Junior Professional <input checked="" type="checkbox"/> Middle Management / Seasoned Professional <input type="checkbox"/> Senior / Top Management
Primary Audience (External)	<ul style="list-style-type: none"> • Relevant HSE representatives • Third party organisations • Advocates • Tusla • HIQA
Level of Audience (External)	<input checked="" type="checkbox"/> Clerical / Operational <input checked="" type="checkbox"/> Supervisory / Junior Professional <input checked="" type="checkbox"/> Middle Management / Seasoned Professional <input type="checkbox"/> Senior / Top Management

5. KEY DIMENSIONS AND RELATED JOB RESULTS

Budget As per service

Staff As per service requirements and SLA's

Operational & Quality KPI's as agreed as part of the annual budgetary process

6. OPERATING ENVIRONMENT

This role requires the job holder to:

- Be action orientated; enjoying working hard and seeking challenges with an ability to act and react as required, even in circumstances of limited/incomplete information
- Be flexible regarding working hours and travel in order to meet the operational needs of the service and organisation.
- Participate in an on-call rota, as required
- Flexibly adapt to take on other reasonable duties/projects if required by the ISM



7. KEY COMPETENCIES

A commitment to living the organisational values of Team work, Dignity, Justice, Advocacy and Quality	
Management Competencies	
Leadership	<ul style="list-style-type: none"> Leads the team, setting high standards, tackling any performance problems & facilitating high performance. Facilitates an open exchange of ideas and fosters an atmosphere of open communication. Develops a culture of learning and development, offering coaching and constructive/supportive feedback.
Building Relationships & Communication	<ul style="list-style-type: none"> Manages and resolves conflicts/disagreements in a positive and constructive manner. Establishing and maintaining working relationship with relevant stakeholders. Communicates in a clear, concise and professional manner. Proactively engages with colleagues at all levels of the organisation and across other departments and builds strong professional networks.
Legislation Compliance & Best practice	<ul style="list-style-type: none"> Instils the importance of relevant legislation and governance. Strives to ensure best practice approach in service delivery. Ensures compliance with legislation, regulations, policies and procedures both internally and externally to the organisation. Actively ensures up to date knowledge of all relevant requirements, governing bodies and legislation. Ensure that quality and safety is at the forefront of service provision.
Teamwork & Collaboration	<ul style="list-style-type: none"> Facilitates opportunities for joint learning. Actively collaborates with other colleagues within Group and external organisations. Works effectively within teams preparing for and implementing significant change. Proactively engages colleagues working towards a common goal.
Judgement & Decision Making	<ul style="list-style-type: none"> Identifies and focuses on core issues when dealing with complex information/situations. Makes sound and well informed decisions, understanding their impact and associations. Takes action, making decisions in a timely manner and having the courage to see them through. Identifies the relationship between issues and quickly grasps the high level implications.