



Job Description and Person Specification

Job Title:	Local Services Manager	Reporting To (Name):	National Service Manager
Date:	February 2026	Location:	Nation wide

Summary

Acquired Brain Injury Ireland (ABI Ireland) is the country's leading provider of community-based neuro-rehabilitation services for people living with an acquired brain injury. Each year we support hundreds of individuals and families, working across Ireland to deliver specialist rehabilitation, influence policy, and raise awareness of brain health. Our mission is to passionately serve and empower people impacted by brain injury through personalised rehabilitation and relentless advocacy. Every day we work with survivors of brain injury in their homes and communities, in our Clubhouses and residencies, helping them to work towards achieving their personal goals and maximising their independence.

The role of the Local Service's Manager is to support and assist people with an acquired brain injury on every aspect of activities of daily living to live valued lives of optimal independence and participation in activities within the residential rehabilitation centre and/or in the community. This is a staff leadership role supporting and supervising Team Leaders and Rehabilitation Assistants and maintaining strong working relationships within the team. In addition, the LSM will support the National Services Manager in developing Acquired Brain Injury (ABI) services throughout their region.

The role may also involve case managing the client group within the catchment area.

Key Duties and Responsibilities

General duties

- To be professional at all times, in keeping with the overall culture, philosophy and policies of ABI Ireland. To be aware of the management structure, specific responsibilities held by Manager and Director and how they relate to your working area.
- To liaise with management team on issues affecting persons' served, staff and general management of the service to ensure practice standards are adhered to. Attendance and participation in management meetings will be required.
- Work closely with and as an integral part of the local clinical team.

- Be proactive in making links with community resources e.g. local college, social clubs, voluntary groups etc. and to assist in meeting the support needs of individual person's served in accordance with their Individual Rehabilitation Plan (IRP).
- Attend regular supervision sessions with your Manager.
- Other duties as may be requested by the Manager.

Managing the Service

- To be actively involved with the management team in planning and following through admission and discharge procedures.
- Responsibility for the development of staff rotas based primarily on the needs of persons' served and the smooth running of the service. Ensuring rotas are fair and equitable for all staff.
- Manage the quality assurance requirements of the Service including ensuring that the quality standards of the Organisation, as set out in the Operations Manual, Staff Manual and Health and Safety Statement are upheld and maintained.
- Set standards for staff practice in daily routine.
- Overall management of our residential and community neuro-rehabilitation services and all personnel providing the service in compliance with the duties of their roles. This can include employees, volunteers, CE and TUS participants.
- Responsible for ensuring person served and employee information is captured and kept up-to-date on organisational information systems.
- Participate in working groups as required.
- Participate in the Organisation's on-call service as a support to your own and other services.
- Recruitment of all new posts required in your area.
- Support the Team Leader.

Persons' Served

- Participate in the referral and assessment processes for new referrals in the area in conjunction with the clinical team and National Services Manager.
- Form a rapport with residents and maintain a positive, constructive and professional relationship. Facilitate and co-ordinate the daily independence of residents within the unit /community by working with them, the inter-disciplinary team and their family.
- Responsible for ensuring that IRP's are established, adhered to, reviewed and developed.
- Responsible for ensuring that the staff team accurately record the daily activities as per the individual rehabilitation plans and review/write reports for reviews etc.
- Manage the rehabilitation and care activities of the service in collaboration with the clinical team.
- Close liaison / communication with relatives ensuring concerns/complaints are dealt with efficiently through the correct channels in lien with Organisational policies.
- Supporting and guiding the team when dealing with critical incidents and communicating with external and internal parties as appropriate.
- Lead the team in responding to challenging behaviour and proactively managing behaviour support plans, if required.
- Work with the National Services Manager in developing existing and new services.

Finance

- Manage the budget for the local services.
- Provide monthly information to National Service Manager and to Finance on petty cash management.
- Responsible for ensuring the payroll returns for all rostered staff are sent to Human Resources on a monthly basis.
- Manage the local purchasing requirements for the service.
- Management of fundraised monies/groups clubhouse contributions within the area

Representing the Organisation / Community Links

- Work in partnership with appropriate voluntary agencies / support groups, statutory services and HSE programmes etc.
- Represent the Organisation at local forum groups as required.
- Be responsible for ensuring that staff teams are making links into the community with persons' served.
- Provide information to other agencies.
- Build links with our stakeholders and external bodies to promote awareness in the community ensure the continuation and growth of the service.
- Support fundraising initiatives at local and National level.

Procedural Responsibilities

- Be responsible for the management of all attendance issues, including rotas, annual leave, sick absence etc.
- Ensure all staff complete mandatory training.
- Operate the performance management process for staff.
- Liaise regularly with the National Services Manager on resource requirements, maintenance of the building, décor and furnishings.
- Ensure completion of the weekly programme for the services and ensure review meetings are held and chaired, as required. (meeting may be chaired/facilitated by Team Leaders where appropriate)
- To be actively involved in the induction programmes of new employees.
- To supervise staff and delegate tasks where appropriate to the role and development of staff.
- Inform relevant parties of any untoward accident / incident, in accordance with the Organisation's Accident/Incident Reporting Procedure and follow them through as required.
- Be aware of and follow the policies and procedures of the Organisation and those in operation at the residential / community service.
- Take a leadership role in ensuring that the services are prepared and compliant with HIQA and CARF regulations.
- Refer staff problems to the National Services Manager where necessary.
- Be willing to and able to drive any vehicle that may be attached to the Service, to maximise the use of community services.

Health and Safety

- Take responsibility to ensure that relevant Health & Safety guidelines of the Organisation are met and that all staff are aware of the Health & Safety requirements of the services.
- Take personal responsibility for participating in mandatory training to ensure safe practices.
- Ensure the safety of persons' served as far as possible.

Qualifications / Experience

Qualifications

- A relevant 3rd level qualification in the Health or Social Care sector e.g. Occupational Therapy, Physiotherapy, Nursing, Social Work or other relevant therapeutic profession.
- A Management/ leadership qualification/ training or willingness to undertake same on commencement of the role is essential.
- Full driving licence
- HSE Safeguarding Adults Designated Officer training, not essential but would be an advantage

Essential Experience

- At least 4 years post graduate experience in a relevant Health or Social Care setting.
- Previous work experience in a health or social care area in either residential or community rehabilitation.
- A minimum of 3 years people management experience is required.
- Previous experience of leading, managing and developing staff teams. To be able to manage individual performance and support staff in their personal development, creating and building team spirit.
- Experience in the provision of rehabilitation, the development of care/rehabilitation plans, verbal, written, report writing and presentation skills.
- Able to demonstrate good attention to detail, good judgement showing logical decision making and a hands on approach when required.
- Excellent time management and organisational skills with an ability to prioritise and deliver on realistic agreed service goals.
- Budget management experience.
- A confident self-starter with the ability to operate in a dynamic environment.
- Experience of planning, developing, delivery and forecasting.
- IT skills that include Word and Microsoft Outlook.
- An ability to manage conflict and problem solve.
- Excellent inter-personal and communication skills. Must be able to write and speak English to a high standard.
- Ability to work on own initiative and as part of an inter-disciplinary team.
- Enthusiastic, flexible, diplomatic.

- Show leadership and be open to change.
- An ability to adapt to changing situations quickly.

Desirable

- Previous experience in the area of acquired brain injury desirable though not essential.
- Be experienced in the provision of neuro-rehabilitation services which places persons served at the heart of the organisation, proactively ensuring a seamless service between the various disciplines in order to maximise the quality of life potential for each persons served.
- Management of a 24/7 residential or community service desirable.
- Knowledge of the systems of care and services available in the disability sector in Ireland.

Competencies

- **Person Centered & Advocacy**
 - *support & empower individuals to identify and pursue their needs*
- **Commitment to achieving the highest level of Professional Service**
 - *demonstrates a commitment to highest standards of quality service and outcomes.*
- **Using own initiative & Judgement**
 - *identifies service gaps and ways of improving processes and services*
- **Impact & Outcomes Focused**
 - *focus resources to achieve your outcomes and assist others to set and achieve their outcomes*
- **Planning, Organising and Prioritising**
 - *works to optimise outputs*
- **Managing Staff & Performance**
 - *providing direction and support, reviewing personal performance and that of others, motivating others and promoting equality and diversity. Displays leadership qualities and holds themselves and others accountable for delivery of objectives.*

Key Performance Indicators (KPI's) / Outcomes

- Excellent working relationships across the organisation.
- Employees should plan work, using initiative and maintaining a high standard of service at all times.
- Employees must be aware at all times to maintain the dignity of residents, particularly in the areas of personal care. All other residents, visitors and team members should be treated with respect and dignity at all times.
- Employees must be aware at all times to maintain the dignity of residents, particularly in the areas of personal care.
- Ensure the resident's right to privacy and choice are respected.
- Ensure the need for confidentiality when possessing knowledge of a private and personal nature about residents and their families.
- At all times work within the Health and Safety guidelines of the ABI Ireland.
- Take personal responsibility for participating in mandatory training to ensure safe practices.
- Ensure residents safety as far as possible.
- Lead and manage the local staff team.

Other Requirements

- Travel as required.
- Full driving licence with access to a vehicle.
- The applicant should be in good physical and mental health.
- The appointee is expected to be available after normal hours and within a reasonable time to deal with emergencies. The person appointed shall also work reasonable additional hours as required.
- Employees must attend training days and educational updates.
- Sharing learning experiences across all ABI Ireland services.

Remuneration

- Salary range €57856 - €75210 – DOE
- Annual salary increments – for applicable roles
- Flexible working and Work Life Balance Initiatives in Place
- 26 days annual leave per annum plus up to 3 additional days based on service
- 2 Discretionary Days Annual Leave (Good Friday and Christmas Eve)
- Access to Contributory Pension scheme following probation.
- Free Life Cover benefit (2 times gross salary tax free)
- Generous Paid Sick Leave (6 months full and 6 months half pay) based on service
- Paid Maternity Leave
- Long Service Awards
- Revenue approved mileage rates
- Comprehensive induction and training programme including specialist brain injury training
- Career Development Opportunities
- Employee Assistance Programme
- Bike to Work Scheme
- Access to Health Care Staff Credit Union

This Job Description is not intended to be a comprehensive list of all duties involved 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. As circumstances change it may be necessary to review the responsibilities outlined above.

This will be done in consultation with the post holder.

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