



CORLANN - SOUTH EAST

WATERFORD SERVICES

Qualifications and Particulars of Employment

Permanent Full Time Services Manager (Social Care Manager 3 Grade), Parkside Services

1. Tenure of Employment

This post is permanent full-time. Compulsory retirement age is 70 years.

2. Qualifications and Experience

Each candidate for the appointment must possess:

Requirements specific to Social Care Manager 3 Grade (SCM3)

- a. Be registered in the Social Care Workers Register maintained by the Social Care Workers Registration Board maintained by CORU.

OR

Be eligible under the Section 91 (existing practitioner) route for registration in the Social Care Workers Register maintained by the Social Care Workers Registration Board maintained by CORU (evidence of application status is necessary).

- b) a relevant third level qualification in social care or health science
- c) a relevant management qualification.
- d) a minimum of 3 years' experience in a Leadership/Management Role.
- e) a minimum of 5 years post qualification experience in the intellectual disability sector of which the above can form part.
- f) Excellent People Management, Leadership, Organizational, Motivational and Communication skills.
- g) knowledge of all relevant legislation and HIQA standards and a proven ability to implement standards and regulations.
- h) a keen interest and awareness of creating community connections, social capital and development of social enterprises as opportunities for service development.
- i) Good understanding of HR processes including grievances, disciplinaries, people management, communication and engagement.
- j) A full clean manual category B Manual Irish driving licence.

3. Remuneration

Salary Scale: (pro rata)

Social Care Manager 3:

€69,442, €70,932, €74,879, €76,404, €77,923, €79,459

* Successful candidates are required to submit all documentary evidence outlining any relevant experience within 3 months of starting date. Failure to do so will mean that any incremental credit due will be paid from date of submission of documents. All new entrants to the Public Service will start at the first point of this scale.

4. The normal working fortnight will be 78 hours (7-day roster) however, flexible hours, including weekends and evenings are involved. including weekends and evenings are involved. The successful candidate must be available for on call situations that may arise

from time to time. These times may be outside “normal” operational times. Corlann services model of service is based on Personal Outcome Measures requiring employees’ to be flexible in their working hours to provide a quality service delivery for each individual. On-Call weekend cover is required on a rotational basis.

5. Health

The successful candidate must be free from any condition, which would render him/her unsuitable to hold the appointment, and must be in a state of health as would indicate a reasonable prospect of ability to render regular and efficient service. To satisfy this qualification, the successful candidate will be required to undergo a medical examination by the Occupational Health Nurse/Physician.

6. Duties

The general duties of the appointment are as described in the attached Job Description.

7. A short list of candidates to attend before the Selection Board will be prepared by the selection Board from an examination of statements of qualifications furnished by the candidates.

8. The person appointed will be required to provide their own transport during the duration of employment and will be paid travel expenses at the appropriate rates in respect of travel necessarily performed in the discharge of his/her duties. The basis for this purpose will be the location to which the appointee is assigned.

9. Note re Canvassing

Any attempt by candidates themselves or by any person(s) acting at their instigation directly or indirectly, by means of written communication or otherwise to canvass or otherwise influence in the candidate’s favour any member of the staff of Corlann or person nominated to interview or examine applicants, will automatically disqualify the candidates for the position they are seeking.

Online application forms should be submitted by Friday 4th September 2026

Informal enquiries to Claire Drohan, Regional Services Manager, Waterford Services on 087 2402015 or by email to Claire.Drohan@corlann.ie

No panel will be formed as a result of this campaign

Corlann is an equal opportunities employer

CORLANN - SOUTH EAST Waterford Services

Job Description

Title: Permanent Full Time Services Manager (SCM3 Grade), Parkside Services

Reports to: Regional Services Manager, Waterford Services

Accountable to: Director of Services, Corlann South East

ETHOS

The core values of our services have always been the dignity and humanity of each person. How these are expressed has evolved over time with our greater understanding of the rights of all people with a disability, with the changing hopes and expectations of the individuals and families with whom we work, and with the growing expertise of all associated with our services.

DUTIES

The primary role of the post is to lead, manage and develop the assigned day and residential services in a manner which accords with the ethos, objectives and policies of Corlann.

The person appointed will be required to have a clear understanding and commitment to the role of Services Manager and in that regard to provide active leadership through which the mission of Corlann can be supported and further developed in his/her area of responsibility. This requires a personal commitment to the mission expressed both in words and in leadership style. This implies:

- a) People we support are at the centre of all service delivery.
- b) A team based approach to services management.
- c) the ability to initiate and lead the process of identification of team objectives and to set in place actions to support team performance,
- d) the delegation of responsibility within the team;
- e) the ability to motivate, challenge and lead teams through change
- f) recognising and assessing skills mix and promoting the development of team members to meet those needs;

Subject to the agreed policies and procedures of Corlann, the person appointed shall: -

Advocacy and Rights

1. Ensure the team uphold and respect the human, legal and constitutional rights of each individual supported by the Services recognising their individuality and equality, and empowering them to grow.
2. Facilitate, encourage and develop choice and decision-making skills in individuals supported by the Services with an in-depth understanding of services legislative requirements in the areas of decision making.
3. Ensure that any concerns for the safety and welfare of people supported are reported in line with Safeguarding of Vulnerable Persons at Risk of Abuse, Service & HSE Policy
4. Foster, encourage and develop the self-help and social skills of individuals supported by the Services so as to achieve the highest possible degree of personal autonomy.
5. Ensure that individuals are facilitated to actively participate in and integrate into the

community, through the use of generic community facilities.

6. Ensure that the advocacy needs of individuals are actively addressed and that they are afforded opportunities for involvement in advocacy networks.

Person Centred Support for Living:

7. Lead the team in ensuring that individuals supported by the Services are facilitated in achieving their personal outcomes.

8. Ensure that practices within the Service Area are person centred and are in line with value-based practices.

9. Lead the team in ensuring that individuals supported by the Services are supported in achieving the greatest possible autonomy in the proper management of their private monies, including the provision of ongoing training, information and advice.

10. Advocate that individuals supported by the Services are supported to maintain significant relationships outside the services, paying particular attention to the supports needed to maintain relationships within their family.

11. Support the team leaders in co-ordinating community living programmes for individuals who use the residential services and visit all residences assigned on a regular basis.

12. Lead the teams in ensuring that individuals supported by the Services, in conjunction with their family, are supported and facilitated in the development and implementation of person-centred plans.

13. Ensure that individuals receive a high quality, personalised service according to his/her needs and wishes.

14. Ensure that individuals in residential services have the opportunity for and are facilitated in annual holidays and holiday break arrangements so that their individual needs and quality of life will be further enhanced. In doing so to consider opportunities, external to and independent of the Services, or organised breaks

15. Lead the team in ensuring that individuals supported by the Services are supported to make choices about how they spend their time (socially, educationally and vocationally) by facilitating opportunities to try new experiences.

16. Support team leaders in ensuring that individuals supported by the Services are supported to attend at his/her day services or educational place at the agreed times.

17. Ensure that the religious wishes and beliefs of individuals supported by the Services are met.

18. Ensure that individuals supported by the Services are supported in achieving the greatest degree of autonomy and participation possible in the management of their own health, including where possible the development of medication skills.

19. Ensure that where appropriate person-centred behaviour support plans are devised and implemented for individuals who need them.

20. Ensure that a restriction free environment is actively pursued and supported, to ensure each individual has the full entitlement to their freedom and liberty, following a Human Rights based approach.

Person Centred Support for Learning & Development

21. Ensure that integrated social, recreational and occupational services are developed to promote the personal growth of individuals supported by the Services assisting in his/her integration as an active participant in the local community.

22. Ensure that developmental day services are responsive to the needs and wishes of the families and individuals who use these services.

Management & Leadership:

23. Be responsible for the efficient and effective day to day management of the group of services and activities assigned to his/her control.

24. Act as Person Participating in Management for the designated centres in the Services Area

25. Take a lead role in supporting the school leaver process annually

26. Be familiar with and comply with the requirements of the Health Act 2007 (Care

and Support of Residents in Designated Centres for Persons (children and Adults) with Disabilities) Regulations 2013 and ensure that they are implemented in the designated centres for which he/she is responsible.

27. In accordance with Health Act 2007 and HIQA Regulations and Standards, ensure the legislation requirements are adhered to by continuous monitoring, inspection and audit of the designated centres.
28. Ensure the necessary requirements of the registration process are in place to achieve the Certificate of Registration for the designated centres;
29. Promote and foster a team approach including the delegation of duties, utilizing the diverse skills and experience of all team members.
30. Manage the recruitment, selection, induction, probation, performance and attendance of employees in the Service Area.
31. Create a culture that supports the personal and professional growth and development of staff particularly in the areas of supporting people with Autism who may also have behaviour which can challenge in tandem with communication difficulties.
32. Ensure that the various policies, guidelines, procedures and documentation, which Corlann have in place or may introduce, are current and available in each work location for which responsible and that staff are familiar with and adhere to such policies, guidelines and procedures.
33. Liaise with HR Manager, HR Department and Regional Services Manager on staffing and other HR related issues.
34. Ensure that correct procedures are carried out in respect of grievance, disciplinary, Dignity at Work, Trust in Care and any other relevant policies.
35. Ensure that all staff adhere to the service professional Code of Practice and operate within the scope of the Code of Practice
36. Prepare various reports, e.g. annual reports, as requested by the Regional Services Manager or Director of Services.
37. Be responsible for ensuring that required records e.g. database, are kept up to date;
38. Ensure that rosters for permanent and locum staff are organised to provide adequate supervision in all areas of responsibility.
39. Participate in on call roster outside "normal" operational times.
40. Report to the Regional Services Manager regularly on all aspects of the Service Area and otherwise as requested and as necessary and work collaboratively with other Service managers in South Tipperary area.
41. Maintain excellent standards in record keeping and report writing.
42. Advise the Regional Services Manager of the needs of individuals supported by the Services, staff needs and equipment needs.
43. Facilitate staff attendance at case reviews, P.C.P.s, MDT's and appropriate training courses.
44. Contribute to the development of and supervise the implementation of the services monitoring systems.
45. Co-ordinate the roles of the various disciplines within the Service Area, to produce effective team work and ensuring maximum benefit of the Service Area to the individuals supported and the maximum performance of staff.
46. Co-ordinate with Multi-Disciplinary Professionals to ensure best outcome for people supported in the Service Area
47. Role model the maintenance of high standards of care and practice.
48. Promote awareness that every communication is an opportunity to create a community connection, build social capital for development of services and people supported.
49. Create a culture that supports the development of social enterprises as opportunities for service development for people supported.

Money & Budgets

50. Liaise with the Head of Finance in the formulation of the annual budget and report

on performance in relation to targets set as a result of such projections at specific intervals.

51. Operate an efficient costing and accounting system to manage the budget of the Service Area.
52. Ensure that records are maintained to the required standard on all matters relating to the income and expenditure of the Service Area.
53. Be responsible for the Service Area accounts including the custody of monies, managing income and expenditure and petty cash and ensure that documentation is submitted to the Accounts Department in accordance with accounting procedures;
54. Ensure that the personal assets of individuals supported by the Services are carefully accounted for and that records are kept and reports made as required on all matters relating to the custody of these assets
55. Monitor the purchase of consumable and durable goods when duly authorised and ensuring that due economy is exercised, both in the making of such requisitions and in their subsequent use, and that they are fully accounted for and purchases are in line with Service Procurement policy.

Communication

56. Initiate and develop contacts with the local community appropriate to promoting the aims of the Services;
57. Organise, attend and participate fully in regular Service Areas team meetings, ensuring all aspects of the services are discussed with a view to maintaining high standards, open communication among staff and good levels of staff morale.
58. Attend and participate in person centred planning meetings, MDT meetings and case conferences and all other relevant meetings as required.
59. Ensure that good and respectful communications and relationships are developed and maintained with:
 - a. all individuals supported by the Services
 - b. all staff members
 - c. families, visitors, multi-disciplinary team and other health care professionals;
 - d. residents in the immediate neighbourhood and the local community
 - e. local services for persons with intellectual disabilities in the region;
 - f. all services provided by Corlann
 - g. Statutory and voluntary groups in the area.

Training & Development

60. Ensure that the staff assigned to the Service Area are provided with all necessary training to support and develop their skills, undertake all mandatory training as required by legislation and Corlann and liaise with the Training, Development, Quality and Advocacy Manager in this regard.
61. Facilitate attendance of Service Area staff at in service and external training if applicable and maintain records of training attended.
62. Keep abreast of current developments in services for people with intellectual disabilities e.g. Personal Outcome Measures, New Directions, Time to Move on from Congregated Settings etc.
63. Attend lectures, courses, meetings as required and share information and knowledge gained with colleagues.
64. Ensure the participation of staff and students in any Services orientation and induction.
65. Take responsibility for identifying your own training and development needs.
66. Attend mandatory courses and achieve required standard.

Health & Safety

67. Accept overall responsibility for maintaining acceptable safety and hygiene standards in the Service Area.
68. Manage all accidents/incidents, take appropriate action and follow up with the

relevant staff and individuals supported; complete and submit required forms/records.

69. Ensure that appropriate notifications are made to HIQA as required.

70. Ensure that Health & Safety audits and fire drills are carried out in your area of responsibility and that ancillary statements are reviewed and updated when necessary.

71. Ensure that you and staff assigned to your Service Area are conversant with existing fire regulations and emergency procedures and take responsibility for the implementation of same in your area of responsibility.

72. Be conscious of health and safety matters in the work place and in particular comply with employees' obligations as set out under Section 9 of the Safety, Health and Welfare at Work Act, 2005 and to ensure that the procedures set out in the Safety Statement are implemented at all times;

73. Report all matters of concern immediately to the Regional Services Manager or in his/her absence to other person as the Employing Authority may designate;

Flexibility

Employees are expected to have a high level of flexibility and a willingness and ability to develop new approaches to their work. Duties and responsibilities of any post in the Services are likely to change with the ongoing needs and developments of the Services. Employees will

therefore be required to carry out such other duties appropriate to their employment as may be assigned to him/her from time to time.

Confidentiality

In the course of the employment the appointee may have access to, or hear information concerning the medical or person affairs of individuals supported by the services and/or staff, or other health service business. Such records and information are strictly confidential and unless acting on the instructions of an authorised officer, on no account must information concerning individuals supported by the Services, staff, or other health service business be

divulged or discussed except in the performance of normal duty. In addition, records must never be left in such a manner that unauthorised persons can obtain access to them and must be kept in safe custody when no longer required.

CORLANN SOUTH EAST PERSON SPECIFICATION

Post: Interim Services Manager (SCM3 Grade), Parkside Services	
Qualifications/Education	
Essential SCM3 - CORU Registration OR Eligible under the Section 91 (existing practitioner) route for registration in the Social Care Workers Register maintained by the Social Care Workers Registration Board maintained by CORU (evidence of application status is necessary). - a relevant third level qualification in social care or health science - Relevant Management Qualification	Desirable - Evidence of continuous professional development and training - Intellectual Disability Qualification
Experience	
Essential - A minimum of 3 years Leadership/Management experience in the area of health or social care - Experience in the management of change 5 years experiences in the field of intellectual disabilities	Desirable - Experience in supporting those who have Intellectual Disability with additional needs such as behaviours that challenge, mental health needs, aged care needs - Experience in delivering New Directions day services
Knowledge	
Essential A thorough knowledge of: - current trends and models of service, policies & new developments - Good management practice - Rights of people with a disability - Innovative supports to people Autism - Accreditation Process - HIQA standards and regulations - Relevant acts, e.g. Freedom of Information Act, Health & Safety Act	Desirable A knowledge of the work and ethos Corlann.
Competencies/Skills	
Essential - A participative management style - Excellent leadership, organisational, motivational and communication skills - Ability to lead, direct, co-ordinate and delegate the work of a team	Desirable Designing and delivering training to staff teams

• Ability to manage budget and delivery of service excellence • Ability to network and develop good working relationships with individuals/agencies • Ability to create community connections • Proven ability to implement HIQA standards and regulations • Ability to plan time effectively • Information Technology Skills	
Attributes	
Essential	Desirable
• High initiative and integrity • Self-motivated, enthusiastic • A high degree of flexibility • Openness and honesty • Willingness to embrace and promote innovation in service delivery • Ability to recognise and manage own stress levels • Confident and positive • Full manual Category B driving licence and use of own car • Empathic approach to supporting individuals with disability and their families	