

## ROLE PROFILE

**Title:** Service Manager

**Reporting to:** Regional Manager

### Overview of the Purpose of Role:

Operating as a member of the Regional Team, the Service Manager will manage, lead, and develop both the residential and community-based services. The Service Manager will be committed to achieving the highest standards of excellence and ensuring the continuous improvement of standards, safety, quality, and service delivery, in line with the organisational and regional team objectives.

The Service Manager will also take on the role of PIC (Person in Charge) for HIQA purposes. Cheshire Ireland's services aim to ensure that all individuals using these supports live their best possible life and have valued roles in their families and communities. It is critical to perform your duties in a manner consistent with Cheshire Ireland's values and operating ethos.

### Overview of Duties & Responsibilities

#### Operational Management

- Manage the service effectively, utilizing resources and aligning with the objectives/KPIs set by the Regional Manager.
- Develop, implement, and manage the roster/Softworks, informed by operational needs, service requirements, and knowledge of the Human Rights-Based Approach to Disability.
- Plan to ensure the smooth running of services, including regular team meetings and communication updates.
- Review service needs regularly by engaging with stakeholders and partnering with the Regional Quality Partner to ensure continuous improvement in standards, safety, quality, and service delivery.
- Address areas for improvement and provide direction to operational, nursing, senior support, and frontline teams regarding service standards and delivery.
- Produce regular reports for the Regional Manager detailing progress against objectives/KPIs, operational matters, and workforce development.
- Oversee local fundraising activities where appropriate.

#### Leadership and Resource Management

- Provide clear leadership to the operational, nursing, senior support, general support, and frontline teams, ensuring SMART objectives are set and progress is reviewed regularly.
- Conduct regular 1:1 meeting, providing feedback, coaching, mentoring, and supporting personal and professional development.
- Manage time, attendance, and absence of direct reports through the workforce management system (Softworks).

- Take responsibility for the recruitment, development, and retention of staff in collaboration with the Regional HR Partner.
- Ensure appropriate management of volunteers, CE Scheme employees, TUS employees, and interns within the service, in line with relevant policies.

### **Risk Management, Safeguarding, and Compliance**

- Take on the role of PIC, ensuring compliance with HIQA requirements.
- Stay up to date on regulatory standards in collaboration with the regional team.
- Ensure compliance with all relevant statutory requirements, including adult safeguarding, the Capacity Act, Health & Safety legislation, employment practices, and environmental protection.
- Collaborate with the National Adult Safeguarding Lead (NASL) to address safeguarding issues and implement necessary actions.
- Work with the Regional Clinical Partner to manage clinical and care issues for better outcomes for service users.
- In partnership with the National Health, Safety & Risk Manager, identify and manage risk areas across the service.
- Monitor and implement actions arising from audit reports to improve service delivery.

### **Relationship Management**

- Develop strong relationships with individuals using services, their families, advocates, employees, colleagues, the public, the HSE, and others in the disability sector.

### **Financial Management**

- Monitor service expenditure and collaborate with the Finance Department on budgetary matters.
- Foster an awareness of the need for value for money and accountability within the service budget.

### **Community Integration**

- Support individuals to create and maintain valued roles within their families, neighbourhoods, and communities.
- Ensure individuals are supported to build and maintain meaningful social roles through their circles of support.

### **Communication**

- Set the communication tone and standards for the service.
- Develop and maintain communication systems between services, external funders, families, and wider stakeholders.

### **Change Management and Continuous Improvement**

- Champion change initiatives and continuously strive to improve service quality, practice, and efficiency in collaboration with the Regional Quality Partner.

- Foster a culture of continuous improvement within the service, ensuring the correct processes and attitudes are in place to deliver excellent standards.
- Stay up to date with Cheshire Ireland policies, procedures, and codes of conduct.

### **Record Keeping**

- Ensure compliance with record-keeping procedures across all service areas.
- Manage the IPlanit information software and ensure accurate documentation, including adverse event reporting and care plans.

### **Training and Development**

- Identify personal training and development needs and communicate them to the Regional Manager.
- Attend regular supervision meetings with the Regional Manager and ensure appropriate preparation.
- Identify relevant training needs within the service and liaise with the National Learning and Development Manager.
- Attend conferences, training courses, and mandatory meetings as required.

### **Flexibility**

- Be flexible in working across multiple locations and adapt to changes in responsibilities as needed.
- Be prepared to work outside normal hours on an ad hoc basis and carry out other duties assigned by the organisation.

### **Essential Qualifications, Experience, Skills, and Knowledge**

- Third-level qualification or relevant professional qualification.
- Minimum of 3 years' management experience in the disability, personal social services, or healthcare sector.
- Strategic leadership and people management experience.
- Knowledge of current policy and developments in the disability sector.
- Understanding of the HIQA Inspection process and action plans.
- Familiarity with the National Standards for Residential Services for Children and Adults with Disabilities, Trust in Care, and Adult Safeguarding.
- Strong communication and report-writing skills.
- Excellent interpersonal skills, able to build relationships internally and externally.
- Proficient in computer skills.
- Eligible to work and live in the Republic of Ireland, with the ability to speak and write English fluently.
- A clean driving licence and willingness to travel using own vehicle.

### **Desirable Qualifications, Experience, Skills, and Knowledge**

- Experience in strategic planning and service development.
- In-depth knowledge of the Assisted Decision-Making (Capacity) Act.

### **Demonstrated Behaviours**

- Lives the values of Cheshire Ireland and sets a personal example that reflects the organisation's reputation and standards.
- Exhibits a high drive for excellence and holds self and team accountable for high-quality performance and results.
- Leads and motivates a team to achieve goals and objectives, while providing coaching and regular feedback.
- Demonstrates the ability to manage team performance, offering guidance to improve skills and performance.
- Creates a climate of trust, cooperation, and shared responsibility within the team.
- Leads effectively under pressure and maintains focus while achieving results.
- Promotes open communication, keeping all stakeholders informed.
- Collaborates effectively across functions and uses influence to achieve organisational goals.
- Demonstrates problem-solving skills and exercises sound judgment when escalating issues.
- Manages time and resources efficiently to deliver results on time.
- Embraces and supports change and continuous improvement initiatives.
- Actively seeks opportunities for personal and professional growth.

During your employment, you will be required to be flexible and prepared to undertake other work as assigned by the organisation. The organisation will review this Role Profile regularly and reserves the right to change or amend the document in consultation with the employee concerned.