JOB TITLE: **Service Manager**
RESPONSIBLE TO: **Regional Services Manager**

POSITION SUMMARY:
The Service Manager will be primarily responsible for the operational management of the Jigsaw service. The Jigsaw Service Manager will work as part of a collaborative leadership team (Service Manager and Clinical Manager) to ensure the safe and effective delivery of the Jigsaw service and compliance with service related policies and procedures. The Service Manager has lead responsibility for oversight and management of delivery of youth mental health promotion programmes, youth and community participatory structures and community engagement activities. The Service Manager also holds responsibility at local level for budget management and oversight of premises and health and safety.

This is a front facing role with daily interactions with Young People and members of the public. Access to home working is occasional and is offered based on responsibilities of the role and the needs of the Service and Young People.

CORE JOB REQUIREMENTS

The Service Manager, as part of the collaborative leadership team, provides operational management across the Jigsaw Service, including:

Leadership
- Managing the planning processes ensuring the Jigsaw team have a clear vision for 1) clinical service delivery 2) youth mental health promotion and 3) youth participation
- Ensuring the Jigsaw service plan is aligned to regional and national Jigsaw priorities
- Ensuring that local strategy is translated into operational work plans
- Working collaboratively as part of the Jigsaw Leadership team and contributing to leadership meetings with regional colleagues
- Promoting a collaborative and compassionate culture in Jigsaw

Operational Management
- Providing line management to members of the service team
- Supporting the performance and professional development of the Jigsaw team, including performance management and reviews of direct line staff members.
- Overseeing the efficient operation of the service, including the system of scheduling appointments for young people.
- Engaging in ongoing evaluation and improvement in service performance including achievement of Key Performance Indicators and targets in line with national standards.
- Implementing financial policies and procedures and managing the local Jigsaw budget.
- Leading the development of annual service plans for the service.
- Analysing and reporting on data from Jigsaw Data System to inform service delivery.
- Implementing the Jigsaw risk management policy.
- Holding local responsibility for, and working with the Jigsaw facilities department, ensuring that the service premises/facilities are in line with health and safety requirements and provide a welcoming, youth focused mental health service setting.

Relationship Building and Communications

- Developing and maintaining positive, productive and trusting relationship within leadership colleagues.
- Facilitating positive working relations among the team members in Jigsaw.
- Facilitating positive lines of communication with Jigsaw service colleagues as well as national central and support teams, ensuring service staff are aware of significant strategic and procedural developments.
- Taking a lead role in developing and sustaining co-operative and collaborative relationships with a range of key stakeholders from the statutory, voluntary and community sector.

Manage Youth Mental Health Service in the Community

- Ensuring Jigsaw is delivered in compliance with service delivery policies and procedures.
- Ensuring and overseeing efficient processing of referrals and scheduling of appointments for young people.
- Monitoring inward and outwards referral pathways and working with the Clinical Manager to develop strategies to promote service integration.
- Representing and promoting Jigsaw in community fora.
- Developing local fundraising strategies and ensuring Jigsaw is compliant with the Jigsaw fundraising policy.
- Acting as Complaints Officer within the local service
- Regularly reviewing and drawing learning from feedback from young people and parents/carers who have engaged with the service.

Managing Participatory Structures

- Overseeing the planning, implementation and evaluation of the Youth Advocate Programme.
- Managing the planning and delivery of local community engagement structures.
- Planning (including risk assess), managing and evaluating local community events.

General

- Being flexible and willing to work evenings and occasional weekends, as required.
- Undertaking any other duties as determined by Jigsaw.

KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

Essential

- A minimum of 3 years management experience in health, youth work, social care, education or other not for profit sector service.
- A third level qualification (Bachelor's Degree and/or equivalent) in a business, health (including mental health), community development, education, or social science related area.
- Years of management experience may be considered in place of formal qualifications.
- Three years' experience managing a team in a human service delivery context.
- Experience developing operational plans, staff work plans, monitoring and reviewing performance cycles.
- Experience of planning, supporting implementation and evaluation of participatory structures.
- Experience of financial management, including budget development and analysis and implementing financial procedures.
- Experience of change management.
- A proficient level of computer literacy and competence in MS office, Office 365, Microsoft Teams, Zoom and SharePoint.
- Strong interpersonal and communications skills with demonstrable experience building and maintaining relationships at various levels within a complex environment
- Ability to be agile and flexible with their management style and approach to their work
- Strong self-awareness, negotiation and conflict management skills.
- Strong Emotional Intelligence.
- Full, clean driving licence.

Desirable

- Experience leading the development and implementation of service plan.
- Strong data management and analysis skills.
- Experience implementing a service wide risk management policy.
- Experience managing facilities in a service delivery context.
- Experience working as part of a management team, steering group or cross-disciplinary team.
- Knowledge of theory and policy underpinning youth and community participation.
- Experience managing wide ranging community events.
- Awareness of the policy context of Jigsaw.
- Experience managing community partnership projects.
- Experience generating unrestricted income, understanding of controls & best practice in fundraising.

BENEFITS

Salary commensurate with qualifications and experience. Factors taken into account in determining an appropriate scale include the candidate's knowledge, skills, experience and qualifications relevant to the job.
The salary range for this role will be €54,797 - €79,784.

Jigsaw operates the following benefits for its employees:

- Defined contribution pension scheme.
- Annual leave 25 days, exclusive of public holidays and 1.5 company days.
- Comprehensive annual CPD schedule
- Discounted Group Health Insurance Scheme
- Travel pass Scheme/ Bike to Work Scheme
- Financial support for further education
- Flexible Working

Please note

- The above 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 them from time to time and to contribute to the development of the post while in office.
- As Jigsaw is a regional organisation, this role require access to a car and the post will require travel for work.
- This role will, in line with service opening times, will involve at least one late evening per week and may from time to time require weekend work.
- All Jigsaw staff members are required to obtain Garda clearance as a condition of their initial and continued employment, as required.
- Jigsaw is an Equal Opportunities Employer. All qualified applicants will receive consideration for employment without regard to race, colour, religion, sex, disability, age, gender expression or sexual orientation, gender identity, ethnic or national origin, marital or civil partnership status or culture. Jigsaw is committed, where possible, to providing access, equal opportunity and reasonable accommodation for individuals with disabilities in employment, its services, programs, and activities. To discuss the requirements of the role, the location of the role or any reasonable accommodation you might require, please contact a member of the HR team via recruitment@jigsaw.ie
- All documentation received by Jigsaw will be processed in accordance with the Data Protection Acts, 1988 and 2003 General Data Protection Regulation (GDPR; 2018). The information will only be used by Jigsaw in the processing of job applications and for ongoing administrative purposes with job candidates.