

JOB DESCRIPTION

Section:	Services
Job Title:	Services Manager
Responsible to:	Services Director
Location:	Dublin (some travel may be required)
Purpose of Job:	To manage and develop Focus Ireland's housing and services within a geographic area or hub promoting the social inclusion of marginalized groups within Irish society. To provide leadership and professional management to teams under your direction who are responsible for the delivery of a range of services to people who have experienced homelessness or who are at risk of homelessness. To represent Focus Ireland within the local area, managing relationships with all stakeholders. To work as part of the Management system of Focus Ireland to ensure the organisations effectiveness in carrying out the agreed mission, strategic plan and policies in ways that reflect the values of the organisation.

Main Duties & Methodology

1. To work within the framework of the overall objectives of Focus Ireland
2. To work within the overall policies and procedures of Focus Ireland, inclusive of Health and Safety Policy
3. To work to the organisations model and standards of best practice
4. To plan the service year to year and lead the delivery of it within a hub structural model operating in the context of the organisations strategy and resources
5. To lead the staff in the delivery of the organisation's strategy working to the objectives, mission, vision and values of Focus Ireland
6. To develop and manage the annual budget for the service hub
7. To make informed proposals regarding Service development and delivery based on the analysis of need, trends, policy, funding, resources and alignment with organisational strategy

8. To identify strategic development opportunities, working in co-operation with Manager Colleagues in proposing solutions to advancing the operation and development of the organisation
9. To take an organisational perspective of staff recruitment, deployment and development in the context of managing staff recruitment and deployment within the Service hub
10. To manage the macro environment in your area of responsibility, representing Focus Ireland professionally and managing relationships with service providers, funders, service users, public representatives, and the local community
11. To manage the implementation of policy and the delivery and monitoring of standards and practice of customer service, staff performance and well-being, premises, health and safety and organisational risk management
12. To ensure effective communication vertically and horizontally, within the organisation
13. To ensure timely and effective reporting and monitoring of service activity within the organisation and to funders and inspectors
14. To liaise with, work co-operatively and effectively across the organisation with all other functions as required in managing the implementation of organisational procedures and policies in areas of HR, Finance and Administration, IT, Research, Education, Public Awareness and Fundraising
15. To supervise Project Leaders/Assistant Project Leaders/Team Leaders as required, enhancing front Line Management and professional support/care capacity
16. To contribute to the development of organisational policy in the design of standardised policy and practice across the domains of the customer service organisation
17. To engage in supervision sessions and participate in relevant training and development courses
18. To show reasonable flexibility in relation to the hours of attendance to meet the needs of the role. Work during weekends, evenings and unsociable hours may on occasion be required
19. To undertake such other duties as may be reasonably assigned from time to time in consultation with the Director of Services
20. To participate in supervision and performance appraisals with the Project Leader
21. To be vigilant to any health, safety and welfare risks in the work place, take appropriate actions and where appropriate inform the Director and/or Health & Safety Officer

Focus Ireland is an equal opportunities employer

Criteria: Service Manager

Essential Criteria

- A relevant third level qualification to at least degree level
- Previous management experience (3 years+), with a proven track record of achievement of managing teams, budgets, delivery of projects and activities on time in a dynamic environment
- An understanding of strategic planning
- Proven leadership capability, drive and ambition with ability to take initiative
- Strong negotiation, communication and presentation skills
- Strong people management, relationship building and networking skills
- Working knowledge of homeless services, housing and funding mechanisms
- Self-sufficient. Competent in ICT skills using a windows platform