

JOB DESCRIPTION

Title:	Director of Services
Location:	High Street, Dublin 8 with periodic travel to service hubs nationally and limited travel to Northern Ireland and Europe.
Reporting to:	CEO

Overview

Focus Ireland is a housing and homelessness charity driven by the fundamental belief that homelessness is wrong. Founded in 1985 by Sr. Stanislaus Kennedy, Focus Ireland works with people who are homeless or at risk of losing their home and employs approximately 430 employees across nearly 80 projects nationwide.

The key objectives of the Focus Ireland strategy 2016-2020 Challenging Homelessness Changing Lives are (i) Preventing homelessness and (ii) Supporting people who are homeless to move on into secure homes. Everyone working in Focus Ireland is of the same belief that the real solutions lie in preventing people from becoming homeless in the first place and ensuring that they have help to stay in their home.

In 2018, Focus Ireland supported 15,500 people nationwide who were homeless or at risk of homelessness.

Principal Responsibility

The Director of Services will provide strategic leadership and operational control across the organisation's core service areas of Family Services, Youth Homelessness, Housing First, long-term and short-term housing support and provision of Advice and Information in line with organisation strategy.

This role is responsible for fostering and developing a high employee engagement culture is fostered within the services organisation; thus embedding devolved strategic decision making and accountability within the services organisation, underpinned by a best practice and transparent performance management process.

Key Accountabilities**Overall**

- The Executive Team is mandated by the Board to implement the strategy of Focus Ireland ensuring our customers are in the forefront of everything we do.
- As Director of Services and member of the Executive Team first and foremost your responsibility is to the Executive Team to manage and direct the organisation and support the board in its activities.
- Develop trust in the Executive Team throughout the organisation ensuring that there is visible ownership and support for Executive decisions.
- Uphold the values and ethos of Focus Ireland in all your efforts to achieve our vision and mission.

Strategic Thinking

- Develop the strategic services plan that champions a customer-centric preventive approach that aligns across all functions and to the overall Focus Ireland strategy.
- Develop a services organisation structure, partnerships, policies, systems and practice to deliver the services strategy to ensure positive outcomes for customers.
- Deliver an innovative design and quality approach to prevention and sustained exits that respect and empower customers and are appropriate and tailored to their needs.

Leadership Capability

- Lead and deliver successful change management initiatives as required while ensuring clear outcomes in delivering quality services to customers.
- Lead the Services management team to deliver against accountable objectives.
- Deliver people strategy across services and advocate for an Employee Engagement approach.
- Foster a team culture that encourages leadership, engagement, accountability, innovation and clear communication.
- Management, performance and development of a team of over 300 staff to deliver high quality social or health services in a safe, practical, effective and efficient way for customers with complex needs in accordance with legislation, regulation and agreed policy.

Relationship Building

- Foster links with stakeholders to maximise availability of suitable, integrated, effective services and enhance the reputation and credibility of Focus Ireland's services.
- Take a lead role in influencing the Statutory and Non Statutory Homeless Services sector regarding what services are required for people who are homeless or at risk of becoming homeless.

Operational Procedures

- Deliver the annual service work plans and budgets.
- Set the direction and manage the day-to-day operational, safe delivery of the services in accordance with legislation, regulation and agreed policy.
- Improve service delivery to customers through data led analysis in relation to service use and identification of trends around the changing needs of customers.

General

- Comply in full and adhere to all Focus Ireland policies and procedures.
- Be vigilant of any Health, Safety and Welfare risks in the workplace and bring any concerns to the attention of the CEO and the Executive Team.
- Undertake any other responsibilities that may arise from time to time as directed by the CEO.

Skills and Competencies

- Credible and dynamic leadership capability with proven people management skills and the ability to drive and manage change
- Excellent relationship, networking and influencing skills
- Ability to motivate staff in a challenging and diverse environment while promoting staff morale
- Understanding and expertise in service provision and development with expert knowledge on service needs of people who are homeless or at risk of homelessness
- Proficiency in designing, planning, implementing, monitoring, evaluating & adapting services for people with diverse and complex needs
- Strong communication skills and writing skills along with negotiation, influencing and relationship building skills both within and outside the sector
- Good knowledge of primary functions of Advocacy, Research, Policy Development, Housing, Finance, HR and Fundraising with experience on how these functions interconnect cohesively
- Experience of speaking in public and in the media in advocating for people's rights

Essential Criteria

- Demonstrable management experience at a senior level, proven track record of achievement of strategic planning, managing teams, budgets, delivery of services and projects on time in a dynamic environment
- Relevant degree in social care/policy, business or equivalent.
- Excellent IT and presentation skills

Benefits and Conditions

- Permanent contract
- 25 days annual leave plus 3 concession days
- Competitive Salary / Pension
- Group Health Insurance Scheme
- Garda vetting required
- 6 month probation period

If you would like to apply for this position, please email, attaching a curriculum vitae and quoting reference FOCUSDOS explaining how you meet the requirements of the role as outlined above to:

MERC Partners, 11/12 Richview Office Park, Clonskeagh, Dublin D14N5X2.

Telephone: 01 206 6700

Email: info@merc.ie

Closing date: 26th April 2019.