



Saint John of God Community Services Liffey Services

Job Description

Post:	New Directions Guidance and Training Officer
Location:	Saint John of God Community Services Clg., Liffey Services, or any other location associated with the Region.
Reporting to:	Regional Programme Managers
Responsible to:	Regional Director

Hospitality, Compassion, Respect

Person Specification

Qualifications:

- A relevant third level qualification in the area of Health, Social Care, Quality Assurance, Training and Education - minimum full QQI level 8

Key Competencies:

- Relevant experience in the Disability or Social Care Services sector for a minimum of 3 years
- Excellent knowledge and experience of the HSE New Directions Interim Standard, the Easi-Tool process and the HSE National Framework for Person Centred Planning for Persons with a Disability
- Has a clear vision and understanding of the implementation strategy and future direction for person-centred approaches in adult day services
- Excellent organisational, communication and interpersonal skills
- Experience of carrying out audits, audit report writing and analysis of data
- Excellent IT skills: Microsoft Office with a particular focus on Microsoft Excel
- A full clean manual driving license, access to their own vehicle & willingness to drive as part of the role

Job Description

- Support the implementation of New Directions Interim Standards and further development of continuous quality improvement in Day Services
- To provide an effective internal audit function, using modern audit methodologies, this is positive, proactive and broadly focused on continuously improving the effectiveness of service quality and incident and risk management.
- Supporting supervisors and managers to ensure timely, accurate implementation and reporting of quality standards in line with the New Directions standards, The Person Centred Framework and SJOG Person Centred Approach Policy.
- Review and manage Easi-Tool Barriers Database and develop quarterly reports for St. John of God Management Team.
- Support the Easi-tool process across the 31 Day Service Locations within St. John of God Liffey Services.
- Develop and maintain a working relationship with the HSE
- To provide training and development initiatives, to assist in raising the awareness of New Directions, EASI tool process and the Person Centred Framework
- Leadership, communication and collaboration with managers, staff and stakeholders to promote a positive and progressive culture of change through continuous quality improvement throughout the day service
- Collation and analysis of quality and governance data to monitor quality and identify gaps
- Review and generation of person- centred documentation and tools for use on relevant platforms
- Provide quarterly reports to Coordinators, PMs and Director on the progress of action plans.
- Develop Peer to Peer Audit Schedule for Day Services and oversee same
- Member of the SJOG New Directions Steering Committee
- Assist and contribute to training as identified in the gap analysis regarding person centeredness and New Directions standards.
- Manage a training budget for external training which cannot be provided in-house
- Champion HSE Person Centred Framework – Standardise process across the Region
- Develop a suite of resources to support supervisors and frontline staff (shared learning across regions)
- To develop comprehensive reports with analysis of relevant data based on Audit findings.
- To develop in collaboration with the Day Service Management Team a comprehensive Audit Compliance Plan ensuring SMART goals approach.
- To work in conjunction with the Day Service Management Teams to provide support and advice in the implementation of the New Directions Interim Standards and the Person Centred Framework and the provision of an effective and proactive audit assurance function.
- To promote, enhance and support the embedding of a person centred culture across Liffey Services.
- To support and engage in programme development initiatives to ensure evidence based person centred services and supports are aligned to the quality and safety framework
- To develop relationships whilst aiming to foster and nurture a culture of continuing quality improvement.
- To accept and provide constructive feedback and makes appropriate adjustments.
- To actively pursue goals relevant to personal and professional growth.
- To identify and proactively utilise professional networks.
- To comply with all relevant Occupation Safety and Health legislation.
- To proactively contribute to a culture of continuous improvement and motivates others to do the same.

- To be familiar with and follow all Saint John of God Community Services policies, procedures, protocols and guidelines along with relevant industry codes and legislation that provides guidance and sets down the requirements of staff.
- To maintain confidentiality in respect of all matters relating to the position.
- To attend conferences and other training courses as appropriate for the role
- To complete any other duties assigned by the Programme Manager or Director of services.
- To represent and promote the values, ethos and policies of the organisation.

This Job Description is not intended to be a comprehensive list of all duties. The person appointed may be required to perform other duties as appropriate which may be assigned to him/her from time to time and to contribute to the development of the position.

CONFIDENTIALITY

Ensure confidentiality is kept as a priority and information is disseminated through the appropriate channels on a need to know basis.

In the course of your employment you may have access to or hear information concerning the medical or personal affairs of service users and/or staff or other Centre/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 staff or clients or other Centre 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.

This job description will be subject to review in the light of experience and/or changing circumstances and will include other duties appropriate to the post as may be determined by the Regional Director.

February 2020