



Saint John of God Community Services Liffey Services

Job Description

Post:	Residential Coordinator
Location:	Saint John of God Community Services Clg., Liffey Services, or any other location associated with the Region.
Reporting to:	Programme Manager/ADON
Responsible to:	Regional Director

Hospitality, Compassion, Respect

Person Specification:

Qualifications:

- A relevant third level qualification in the area of Nursing, Health or Social Care.
- A 3rd level Management Qualification essential.

Experience:

- Minimum of three years' management experience and the ability to demonstrate excellent management and leadership skills that are relevant to the provision of care is essential.
- Five years working in related health/social care services; including 2 years working with people with intellectual disabilities

Professional Knowledge

- Excellent knowledge and understanding of relevant HIQA regulations and all other relevant legislation. Taking on the role of Person in Charge/PPIM in line with regulations
- A proven track record in the delivery of person centred systems services and supports.
- A flexible working approach that responds to the changing needs of a 24/7 service.
- Good interpersonal and organizational skills, admin skills.
- Knowledge of up to date best practice in the field of ID services and the vision to implement this

Essential:

- A full clean Driver's License and access to their own means of transport.

Residents

- Ensure staff establish and maintain relationships with residents based on respect and equality and promote their independence.
- To ensure procedures relating to infection prevention and control are fully implemented in the designated centres.
- Ensure a high standard of appearance for residents and staff as well as respect for the overall cleanliness, hygiene and standard of assigned Designated Centre/s must be considered a priority.
- To implement the Person Centred Planning process and to ensure Personal Plans are developed from this process in consultation with residents & their circle of support. Ensure Personal Plans are monitored and reviewed on a regular basis; and are available for inspection at any time.
- To arrange for the spiritual needs of residents to be supported and attended to, as required.
- To be a proactive advocate and encourage each resident to become a self-advocate.
- To ensure residents' needs are assessed appropriately and met in the designated centre, and that changing needs are identified and planned for in a person centred manner.
- To promote and support maximised community involvement for all residents.
- To ensure that residents receive the highest standard of quality care, skills training, education and development in accordance with the St. John of God Hospitaller Ministries policies.

Communication

- To communicate with and assist parents, families and visitors in a pleasant and professional manner.
- To communicate relevant information (i.e. progress, adverse incidents, safeguarding, absenteeism and illness relating to residents) on a daily basis, to the Programme Manager.
- To report and record all relevant details of any incidents and accidents of service users/staff/voluntary workers immediately to Programme Manager and assist in the prompt investigation of any incidents and accidents (where appropriate).
- To ensure all relevant notifications to statutory bodies (HIQA/HAS/Public Health) are made in the required timeframes
- To maintain full and effective communication with the families and all the staff involved in the residents support and welfare.
- To communicate staff performance concerns to the Programme Manager.

Staff

- To drive and ensure a high standard of professionalism, loyalty, teamwork and effective communication amongst staff; valuing and acknowledging the contribution of all staff.
- To be available from time to time outside normal working hours and to perform such other duties appropriate to the post as may from time to time be required by the Director of Services/Programme Manager or any other designated person.
- To ensure all policies and procedures relating to human resources (including GDPR, TiC, Probation, Payroll, Time & attendance, Training, Disciplinary and Grievances) are implemented and all documentation required is completed
- To address performance concerns in a timely manner in conjunction with the Human Resources department
- To participate in the out of hours on call service as required
- To be flexible and willing to work in various areas of the service as needs arise.
- To attend Probationary Review and Performance Development Review meetings as organised by your Programme Manager.

- To participate in staff development and in-service training relevant to the post as may be organised from time to time.
- To ensure staff teams are fully aware of HIQA regulations and requirements and are appraised of best practice updates as required.
- The coordinator maybe requested at any time to work in another group/area taking into consideration the overall needs of the programme service.

Service

The post involves four Key Performance Areas:

1. Person In Charge/PPIM:

Undertake the role and responsibilities of the 'Person In Charge' and/or PPIM (Person Participating in Management) in line with the Health Act 2007, related regulations and the Health Information and Quality Authority (HIQA) Standards.

Advising on and supervising residential staff in their implementation of all current service policies and procedures and regulations; especially those relating to residents welfare and wellbeing, human resource matters, health and safety, rights based care, infection prevention and control, safeguarding, transport/ maintenance, budgeting and money management.

Be responsible for the quality and safety of the care provided in designated centres and gather data to evidence same.

2. Personal Centred Planning:

Development and supervision of procedures and processes to ensure that residents availing of residential accommodation/supports provided by the service achieve their personal goals and have an up to date personal plan in place which is reviewed on a regular basis. Ensure that plans are innovative and correspond to resident's wishes and dreams, and are person centred in all aspects.

3. Professional Development & Supervision of Staff:

Drive a high level of professional standards and accountability in the designated centre(s) for health and social care staff. Advise on and implement professional development processes for all staff working in Residential Services, in order to promote and ensure an appropriately trained/educated, inducted, motivated and empowered pool of staff. Identify skills strengths and gaps in teams and put in place actions to utilise or address these. Lead each team by example in demonstrating professional, empathic and safe care in each designated centre.

4. Service Development & Policy Implementation:

Advising on and supervising residential staff in their implementation of all HIQA standards and legislative requirements. Advising on and supervising residential supervisors in their implementation of all current St John of God Hospitaller Services Group and local service policies and procedures, especially those relating to residents welfare and wellbeing, human resource matters, Infection prevention and control, TiC, safeguarding, health and safety, transport, maintenance, budgeting and money management. Contribute to service development and be committed to national policies and models of care including the decongregation of congregated settings and managing changing needs of residents.

Other Key Performance Areas:

- To report to the Programme Manager and/or ADON and support them in their delivery of the residential service

- To ensure that all files are maintained in a professional manner and in keeping with regulations/ legislative requirements, GDPR, policies and best practice where appropriate.
- To utilise facilities, equipment and materials responsibly ensuring minimum waste at all times.
- St John of God Community Services Ltd. Liffey Region is entering a major phase of re-development. Applicants should have a clear understanding that they may change assignment location based on the re-location of services in North Kildare/SouthWest Dublin.
- Ensure new developments are in line with the overall Service Strategic Plan and all staff are aware and become familiar with the plan.
- To uphold the highest standard of service delivery to the residents availing of supports from Liffey Region / Kildare.
- To ensure that all programmes /services/supports are supervised in an effective and efficient manner, in consultation with relevant staff.
- To promote models of service provision which respect the rights and dignity of residents.
- To ensure that all resources allocated to Residential Services are utilised effectively and efficiently. To monitor the upkeep of accommodation and make recommendations on budget allocation.
- To carry out quarterly resident finance accounts audits at each location with each CNM/ Social Care Leader.
- In consultation with Supervisors to devise staffing rosters that effectively utilise available human resources.
- To manage weekly payroll returns for the designated centre/s/area of responsibility.
- To co-ordinate annual leave and monitor all staff attendance for the designated centre/s / area of responsibility.
- To support Supervisors in the management of absenteeism.
- To coordinate all maintenance and purchase requisitions for the designated centre/s/area of responsibility.
- To provide supervision and carry out performance reviews with Supervisors.
- Co-ordinate Health & Safety for the designated centre/s/area of responsibility.
- To manage risk in line with the 'Risk Management Policy' and maintain the Risk Management Register for the designated centre/s / area of responsibility.
- To participate in the 24 hour on call system as determined by roster.
- To participate in the recruitment and selection of permanent and relief staff.
- To act in the role of Deputy Designated Person (Safeguarding) as required and to manage allegations of non-accidental injury / abuse in conjunction with the Programme Manager; in the absence of the Designated Person.
- To chair regular review meetings with Supervisors in line with Terms of Reference.
- To meet on a regular basis with Programme Manager to brief / update on the progress of action plans, notifications to HIQA and the welfare of residents at each designated centre.
- To participate in other activities within the service as may be required.

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.

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