



Saint John of God Community Services Liffey Services

Job Description

Post:	Programme Manager – Residential Services
Location:	Saint John of God Community Services clg., Liffey Services
Responsible to:	Regional Director
Reporting to:	Regional Director

Hospitality, Compassion, Respect

Person Specification

Qualifications:

- Relevant nursing, clinical, or healthcare qualification, preferably at Masters Level.
- Recognised management qualification, preferably to degree/diploma level is preferable.

Experience:

- Minimum of 5 years experience in a management position of which three should ideally be in the Disability Sector.

Professional Knowledge

- Evidence of continuous professional development required.
- In depth knowledge of all relevant and appropriate legislation, statutory regulations and publications in the area of intellectual disability.
- Good ICT knowledge and skills.
- Experience/knowledge of working in a change environment preferable.
- Clear understanding of, and commitment to, contemporary service delivery approaches.
- To accept the role of Provider Nominee as and when required.

Key Areas of Responsibility:

The Programme Manager is responsible for the management, development and evaluation of a comprehensive range of Programmes to adults with intellectual disabilities within the region's Residential Services. The role and responsibility of the Programme Manager is to assist the Regional Director of Services and members of the Management Team with strategic and operational management and development of Residential Services with particular reference to the planning, provision and evaluation of programmes required to provide a person centred approach to those who avail of services.

Managing the Service:

- Plan and Implement Strategic priorities for the Residential Services as part of the Strategic Development Plan.
- Managing, motivating, developing and leading the members of the Residential Services Team.
- To develop strategically the Residential Services Programmes in consultation with all key stakeholders to maximise the potential of individual Service Users, using innovative strategies to maximise resource allocation.
- Promote a Person Centred culture so that the highest standards of quality are evident across all locations in Residential services.
- Liaise with the Regional Operations Manager/Coordinators/HR Officer in all matters in relations to legal, human resources, maintenance and finance issues.
- Ensure that the Residential Service is evaluated on a regular basis in accordance with the relevant statutory and quality assurance systems.

Managing People:

- Provide effective leadership, maintaining and promoting good communication and relationships with staff, service users, families and other relevant stakeholders.
- Ensure the performance Development and Review appraisal System and supervision meetings are implemented for all staff in accordance with the requirements of the Human Resources policies.
- Communicate with individual teams, service users, family members and other organisations in a clear and concise and effective manner.
- Promote and support a culture of continuous development and learning so that staff is up to date with development and best practice.
- Influence staff using credible evidence based on research to secure commitment to meet the changing and developing service needs.
- Balance competing strategic and operational priorities within the service in an objective and fair manner and make decisions accordingly.
- Manage individual staff performance by providing clear focus and direction on a regular basis.
- Promote staff empowerment and participation in the decision making process.
- Ensure Human Resources are informed on all issues in relation to personnel within their area of responsibility.
- To drive recruitment of appropriately qualified staff, including short listing of staff, interviewing and selection of staff and also participate on external interview boards as required.
- Effective use of funded resources and adhering to same.

General:

- Review and evaluate Service Delivery on a departmental basis with Supervisors individually and collectively.
- Develop and review standards in keeping with best practice models of service.
- Developing and reviewing policies and procedures and ensuring all staff are adhering to and acting in accordance with Policies and Procedures.
- Arrange and chair meetings as necessary with appropriate staff regarding programmes and programme issues.
- Ensure the Director of Services is kept informed of matters within his or her brief and also seek authorisation for new initiatives in advance in accordance with the practices laid down.
- To participate in all committees as nominated to attend.
- To keep up to-date on National Policy and Best Practice in the area of Intellectual Disability.
- Promoting St John of God Community Services through representation on external committees and groups.
- Advocating for enhanced Services on behalf of Service Users with HSE, Government Departments, Local Partnership Groups, Employers and Statutory and Non Statutory Organisations through the development of submissions and Business cases/proposals and Service plans.
- Management of Service User/families staff complaints on an ongoing basis and ensuring the effective administration of the complaints procedure for all stake holders.
- To participate in decision making at a strategic level within the Organisation
- Responsibility and management of a budget allocation which includes approval of day to day expenditure.
- To ensure all staff within the Residential Services are in compliance with legislation specific to Health and Safety and all mandatory training associated with this.
- To ensure all staff receive a comprehensive Induction both at general and local level to the Service and that appropriated training structure is in place.
- To actively participate with Multi-disciplinary Team in clinical decisions regarding Service Users.
- To actively participate in decision making and contributing to all committees that you have been nominated to be involved with.

Confidentiality / Data Protection:

Ensure confidentiality is kept as a priority and information is disseminated through the appropriate channels on a strictly 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 residents 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 professional 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 as per General Data Protection Regulations (GDPR). Failure to maintain strict confidentiality will result in disciplinary action.

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.

March 2024