

Service Manager

Responsible to: Director of Services

This post requires: a belief in the YAP model of strengths based, needs led services for children, young people and families. You must have experience in managing direct service delivery to young people and families; setting up and developing services; managing teams; budget management; statistical and service reports; liaison with funders; communication with staff and public and participation in the senior management team. The post requires strong leadership/strategic thinking and ability to achieve a high standard of service in a changing climate.

1. Qualifications:

A Degree in the social care field e.g. Youth Work, Community Work, Psychology, Child Psychology, Social Work, Social Science or Social Care.

Experience of at least three years of direct work with children, young people and families.

Experience of at least three years in managing and supervising staff in direct service delivery to children, young people and families.

Experience of at least one year in operating budgets and management of reporting requirements including HR, statistical reports, quality assurance etc.,

One year's experience of developing and setting up services.

Demonstrated excellent communications skills, both oral and written, including computer proficiency in use of Word, Outlook, Powerpoint, Excel etc.

Responsibilities and Tasks:

The Service Manager is responsible for the overall delivery of high quality services for a geographical region, direct line management for a team of team leaders and the strategic development of YAP Ireland. This includes overall management responsibility for delivery of high quality services to young people and families, staff management, budget management, training and development, quality assurance, service development, liaison with funders and membership of the Senior Management Team.

Specific Tasks include:

1. To ensure that all services provided to clients and their families are of a high quality with a focus on outcomes in line with the YAP Model.
2. To plan services year to year and lead their delivery operating within the context of the organisation's strategic plan and resources.
3. To play an active role in the Senior Management Team contributing to decision making to ensure the efficient and effective management of the organisation.
4. To lead the staff in the delivery of YAP Ireland strategy working to the vision, mission, objectives and values of YAP Ireland.
5. To make informed proposals regarding Service development and delivery based on the analysis of need, trends, policy, funding, resources and alignment with the strategic plan.

6. To identify strategic development opportunities working in cooperation with colleagues.
7. Build and maintain strong working relationships with referral, partner and wider agencies, promoting the ethos of YAP Ireland and services provided.
8. To ensure that management information and quality assurance systems are developed and implemented.
9. Ensure that child protection referrals, complaints, incidents, health and safety issues etc are dealt with in a timely and professional manner consistent with YAP Ireland Policies and Procedures and Children's First Guidelines.
10. Manage the services within budget parameters and ensure compliance with financial procedures.
11. Ensure the timely submission of all administrative, fiscal and data base information as requested and all reports and documents that are required to be submitted by referring authorities, contracts and YAP Ireland.
12. Ensure that recruitment, training and staff development are provided to a high standard in line with YAP Policies and Procedures.
13. To implement the fundraising and communication strategies of YAP Ireland and promote the strengths based, outcomes focused ethos of the organisation internally, to funders and the public.
14. Contribute to and implement the participation strategy of YAP Ireland ensuring that the voices of young people, families and other stakeholders are an integral part of the service.
15. Ensure that YAP Policies and Procedures are adhered to by all staff and advocates.
16. Adhere to all YAP Ireland Policies and Procedures and Code of Conduct
17. Perform other duties as assigned by the Director of Services and CEO.

Salary: €62,026

Service Manager – Person Specification

Qualifications

Essential

Candidates should possess a Degree in the social care field e.g. Youth Work, Child Care, Psychology, Child Psychology, Social Work, Social Science or Social Care

Desirable:

Recognised Management training.

Experience

Essential:

A minimum of three years' management/supervisory experience of direct service delivery to children, young people and families.

Three years' experience in direct work with children, young people and families in a child-centred way.

Experience of managing Child Protection Work

Experience of at least one year in operating budgets and management of reporting requirements including HR, statistical reports, quality assurance etc.,

One year's experience of developing and setting up services.

Demonstrated excellent communications skills, both oral and written, including computer proficiency in use of Word, Outlook, Powerpoint, Excel etc.

Skills

Essential:

Demonstrated excellent communications skills, both oral and written, including computer proficiency in use of Word, Outlook, Powerpoint, Excel etc.

Excellent organisational and strategic ability

Ability to develop and operate budgets

Ability to be creative, innovative and dynamic and work in a strengths based way

Ability to prioritise tasks and meet targets set

Ability to motivate and lead a team of people

Ability to write reports and presentations to a high standard and deliver training