

<b>Job Title:</b>	Service Manager – Cork Kerry
<b>Location:</b>	Cork
<b>Reports to:</b>	Head of Services
<b>Job Type:</b>	Full time permanent contract
<b>Hours:</b>	35 hours per week.
<b>Salary:</b>	€50,000 - €55,000
<b>Purpose:</b>	To embrace the vision, mission and values of Coolmine and provide leadership in service delivery, ensuring quality, safety and compliance.

Coolmine is a leading drug and alcohol treatment centre providing community, day and residential services to men and women and families with problematic substance use since 1973. Coolmine believes that everyone should have the opportunity to overcome addiction and lead a fulfilled and productive life.

Coolmine, in conjunction with Cork Local Drug and Alcohol Task Force and Southern Regional Drug & Alcohol Task Force will develop multiple community based drug and alcohol hubs to deliver frontline community-based drug & alcohol treatment interventions in the Cork & Kerry region. We now require a Service Manager to establish the community based drug and alcohol hubs and partner with the existing addiction services in the region. The Service Manager will report to the Coolmine Head of Services and will be responsible for all aspects of the Cork - Kerry service.

- Service Start Up
- Service delivery and Management
- Quality, safety & compliance
- Cost management of services
- Interagency collaboration/Case Management/Integrated Care

## **Roles and Responsibilities:**

### ***Service Start Up***

- Work with internal and external stakeholders to identify facilities and develop community drug & alcohol hubs as required
- Responsible for ensuring the effective recruitment and induction of staff on a phased basis in line with the Service Agreement
- Responsible for ensuring that all services meet budgetary expectations and strive continually to increase efficiency and value for money

### ***Service delivery and management***

- Develop annual operational service plans in line with agreed annual strategic plan priorities and be responsible for the delivery of these in the Cork Kerry services.
- Promote, drive and develop services in line with Coolmine's mission, vision, values and practices
- Coordinate regular planning and review days for service and report on progress to Head of Services on a monthly basis
- Review and evaluate the effectiveness of the service through mediums such as internal statistics, emerging trends, client and staff feedback, quality peer reviews and audits responding to presenting client need and making recommendations re: future development of services

- Manage the assertive outreach strategy to oversee all clients referred to Coolmine services and to take responsibility for and ensure thorough assessment of all needs is carried out and appropriate management for the same is in place pre-admission.
- Provide clear leadership and direction in line with our leadership qualities, role model behaviours that ensure our purpose and values are embedded within the organization
- Provide direct line management to six team leaders across Cork/Kerry region
- Work with HR to ensure the services are delivering in all areas of Human Resources, with particular emphasis on Performance Management, Communications and the delivery of the Annual Training Plan

#### ***Cost management of services***

- Assist in the annual budget preparation in conjunction with the Head of Finance and Support services and ensure delivery of all financial targets through financial review weekly, monthly and quarterly. Take corrective action where necessary
- Assist preparation of regular reports for funders, including annual submissions for funding allocations, and responding to ad hoc reporting or information requests when required

#### ***Interagency collaboration/Case Management/Integrated Care***

- Represent Coolmine externally with a wide range of other voluntary agencies, statutory partners and funders as agreed with the Head of Services
- Innovate to deliver partnership work and collaborative projects with other providers
- Ensure that Coolmine is well represented in statutory forums and networks
- Work consistently with regional integrated care structures. These structures provide a continuum of care for service users across all addiction and homeless services across Cork/Kerry region.
- Support the implementation of future strategic plans inclusive of 'Home Together Strategy' & Integrated Care Support Service Centre across Cork/Kerry region

### **Person Specification:**

#### ***Qualifications***

- Minimum Level 8 Third level qualification in addiction/related field
- Professional management qualification preferred
- Ideally, possession of a recognised counselling qualification

#### ***Experience***

- Three years management experience in the voluntary sector with proven record of leadership capability, including supervision of managers
- Five years' experience of working with problem substance users and/or marginalised groups preferably in the Cork Kerry area
- Knowledge and experience of clinical governance
- Experience of negotiating with voluntary and statutory agencies
- Experience of budget control and optimisation
- Knowledge of best practice in working with marginalised individuals and their families impacted by problem substance use
- Understanding of policy and legislation affecting the voluntary sector

***Core Competencies***

- Excellent communication, interpersonal and client interfacing skills
- Strong IT skills and operational knowledge of IT systems
- Experience of line management and development of staff
- Effective communication skills with the full range of Coolmine key stakeholders on policy and operational matters
- Capacity to address meetings of all sizes, internally and externally
- Production of clear, concise and comprehensive written reports
- Leadership skills evidenced through a track record of successfully motivating and guiding staff teams through challenging change periods

Interested candidates who meet the Person Specification requirements should send their cover letter & CV to John Carroll, Head of HR at [johnc@coolminetc.ie](mailto:johnc@coolminetc.ie). on or before Friday 29<sup>th</sup> January 2021. Full job description is available on request.

**Coolmine Therapeutic Community is an equal opportunities employer.**