

Job Title:	Regional Manager – Cork Kerry
Location:	Cork/Kerry
Reports to:	Head of Services
Job Type:	Full time permanent contract
Hours:	35 hours per week.
Salary:	€50,000 - €55,000
Purpose:	To embrace the vision, mission and values of Coolmine and provide leadership in service delivery, ensuring quality, safety and compliance.
Contact email:	karl.mooney@coolminetc.ie
Application Ref.	HR/SW/ELT/RM/0123

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 have developed 6 community-based drug and alcohol hubs to deliver frontline community-based drug & alcohol treatment interventions in the Cork & Kerry region. Coolmine is recruiting for the position of Regional Service Manager. The Service Manager will report to the Coolmine Head of Services and will be responsible for all aspects of the Cork - Kerry services.

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

Role and Responsibilities:

Service delivery and management

- Responsible for ensuring the effective recruitment and induction of staff
- To develop an excellent operational team to deliver quality services and promote good working relationships both internally and externally
- To build effective productive and meaningful working partnerships with all stakeholders
- Responsible for ensuring that all services meet budgetary expectations and strive continually to increase efficiency and value for money
- 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 services 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 ensure thorough assessment of all needs is carried out and appropriate management for the same is in place pre-admission
- Participate actively in agreed formal networks representing the best interests of Coolmine and your particular project
- Enhance overall service delivery by establishing links with external agencies and build relationships to assist in information sharing, inter-agency working and collaborative projects as outlined in Coolmine's strategic plan
- Create a culture of high performance and continual improvement in resource management
- Lead service improvements, responding to presenting client needs, through annual action plans
- Work in partnership with HR to ensure HR policies and procedures are implemented including succession planning and development for all staff
- 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
- 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

Quality, safety & compliance

- Oversee Coolmine's compliance with relevant quality standards including CCQI, HSE Safer Better Healthcare, Children's First Guidelines, Quality and Alcohol and Drugs Service Standards
- Implement systems to safeguard quality service delivery and the best possible client outcomes through statistical monitoring, an active client participation strategy and complaints oversight
- Manage Clinical Safety and mitigation of Clinical risks in collaboration with the Clinical Governance Lead and management team
- Contribute to the delivery of Coolmine's Risk Management Strategy and culture by regular review of risk register, ensure controls are in place to mitigate risks and that they are reflected in standard operational procedures
- Ensure all Health and Safety requirements including application of policy and procedures, risk assessment, contingency management, mandatory training are in place and adhered to
- Ensure effective safeguarding policies and procedures are implemented in the service with particular focus on welfare and protection of vulnerable adults
- Provide effective audit processes to safeguard service delivery

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
- Monitor maintenance strategy implementation ensuring associated expenditure is effective without compromising standards

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

Other responsibilities

- Attend Management Team meetings and other internal meetings as appropriate
- Manage any emergency/crisis situation which may arise at any time
- Participate in regular supervision and annual appraisal including identifying job-related development and training needs.
- Promote and protect the Vision, Mission and Values of Coolmine
- To at all times undertake your role in a professional manner maintaining a high-quality standard of work, and to always work in accordance with the mission, values and aims of Coolmine.
- Undertake any other duties that may be required which are commensurate with the role

Person Requirements**Qualifications**

- Level 8 Third level qualification in addiction/related field
- Professional management qualification preferred

Experience**Essential**

- Five years' experience and demonstrated knowledge of best practice in working with problem substance users and/or marginalised groups, and their families (preferably in the Cork-Kerry area)
- Knowledge and experience of clinical governance
- Experience of negotiating with voluntary and statutory agencies
- Knowledge of best practice in working with marginalised individuals
- Understanding of policy and legislation affecting the voluntary sector

Desirable

- Three years management experience in the voluntary sector with proven record of leadership capability, including supervision of managers, service design, development and implementation
- Experience of budget control and optimisation
- Demonstrate experience of funding/grant applications

Core Competencies

- Excellent communication, interpersonal and client interfacing skills
- Strong IT skills and operational knowledge of IT systems
- Experience in working and meeting multiple deadlines
- Ability to work with a high professional ethic and identify with the work of Coolmine
- 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
- Commitment to staff development and consultative ways of working Evidence of innovation and entrepreneurial spirit
- Respect for the values and ethos of Coolmine
- Commitment to working within an environment which promotes Equal Opportunities and has regard for the Health and Safety of others

Application Process:

Interested candidates who meet the Person Specification requirements should send their CV & cover letter with application reference code to Karl Mooney, HR Generalist karl.mooney@coolminetc.ie

Please quote this application reference: **HR/SW/ELT/RM/0123**

The closing date for applications is **Wednesday 1 February 2023.**

Coolmine Therapeutic Community is an equal opportunities employer.