

<b>Job Title:</b>	South-West Deputy Regional Manager
<b>Location:</b>	Cork / Kerry
<b>Reports to:</b>	Regional Manager
<b>Job Type:</b>	Full time permanent contract
<b>Hours:</b>	35 hours per week.
<b>Salary:</b>	€53,000 - €55,000
<b>Purpose:</b>	To embrace the vision, mission and values of Coolmine and to support the Regional Manager in providing leadership in service delivery, ensuring quality, safety and compliance.
<b>Contact Email:</b>	<a href="mailto:Dylan.Murphy@coolminetc.ie">Dylan.Murphy@coolminetc.ie</a>
<b>Application Ref.</b>	<b>HR/CRK/FLM/SWDM/0625</b>

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 Deputy Manager. The Deputy Manager will report to the Regional Manager and will be responsible for supporting the Regional Manager with the management of all services across Cork and Kerry. The Deputy Manager will be appointed specific Team Leaders within the region to directly manage.

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

## Role and Responsibilities:

### Service delivery and management

**The Deputy Manager will be responsible for supporting the Regional Manager with all of the following:**

- 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
- Support 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 appointed Team Leaders and report directly to Regional Manager.

### **Quality, safety & compliance**

- Support the Regional Manager with oversight of 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
- Support Regional Manager with the management of 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
- Support the Regional Manager in ensuring all Health and Safety requirements including application of policy and procedures, risk assessment, contingency management, mandatory training are in place and adhered to

- Support the Regional Manager in ensuring effective safeguarding policies and procedures are implemented in the service with particular focus on welfare and protection of vulnerable adults
- To Support the Regional Manager in the implementation of effective audit processes to safeguard service delivery

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

- Assist Regional Manager with the preparation of regular reports for funders, including annual submissions for funding allocations, and responding to ad hoc reporting or information requests when required
- Support the Regional Manager with the monitoring of 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 Regional Manager.
- Innovate to deliver partnership work and collaborative projects with other providers
- 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 current and future strategic plans.
- Actively participate NVDS Cluster Group.
- Actively support any Local and Regional Drug and Alcohol Task Force or HSE Initiatives.

#### **Other responsibilities**

- Attend Management internal Coolmine meetings as appropriate
- Deal with any emergency 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**

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

#### **Experience**

- Three years management experience in the voluntary sector with proven record of leadership capability, including supervision of managers, service design, development and implementation

- 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 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 to Dylan Murphy, HR Coordinator on [Dylan.Murphy@coolminetc.ie](mailto:Dylan.Murphy@coolminetc.ie)

Please quote the application reference number **HR/CRK/FLM/SWDM/0625**

The closing date for applications is **Wednesday the 2<sup>nd</sup> of July.**

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

*Please find our Candidate Privacy Notice - <https://www.coolmine.ie/candidate-privacy-notice/>*