

Job Title:	Regional Service Manager – Cork – Kerry Region
Location:	Cork
Reports to:	Head of Services
Job Type:	Specified Duration Contract – 1 year
Hours:	35 hours per week.
Salary:	€57,500 - €60,000
Purpose:	To embrace the vision, mission and values of Coolmine and provide leadership in service delivery, ensuring quality, safety and compliance.
Application Reference:	HR/CRK/MGT/RSM/0924
Contact Email:	Dylan.murphy@coolminetc.ie

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 also delivers a number of targeted services developed through HSE strand funding. These currently include a Family Support Service and a Cocaine Specific Programme. Coolmine is recruiting for the position of Regional Manager. The Regional Manager will report to the Coolmine Head of Services and will be responsible for all aspects of the Cork - Kerry service.

Role and Responsibilities:

Leadership and Management

- To lead 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.
- Promote, drive and develop services in line with Coolmine's mission, vision, values and practices
- 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 relevant staff including Deputy Manager for Cork/Kerry region

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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.
- Ensure that all clients have an appropriate care plan and that there is a standardised practice of key working / case management across the services in the region.

Other responsibilities

- Attend Management Team meetings and other internal 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.
- 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 Dylan Murphy, HR Administrator at dylan.murphy@coolminetc.ie

Please quote this application reference **HR/CRK/MGT/RSM/0924**

The closing date for applications is **Thursday the 3rd of October 2024**

Coolmine Therapeutic Community is an equal opportunities employer.