

Job Description

Job Title: Head of Services

This role reports to: Director

The roles that report into this role: Project Managers

Area of Responsibility	Role
Service Leader	Under the guidance of the Director, the main focus of responsibility is to oversee the efficient and effective management of all our client and associated services for people who are actively involved with, or affected by, problem substance use.
Responsibilities	
<ul style="list-style-type: none"> • Lead the management of services provided by the Ana Liffey Drug Project as directed by the Director. • To develop and implement all draft policy and procedures relating to the delivery of client and associated services throughout the Ana Liffey Drug Project for sign-off by the Director. • Ensure appropriate duty management rosters are maintained in all services and that management duties are assigned and reported on an ongoing basis. • To provide support and supervision as delegated by the Director • To oversee the development and delivery of relevant and in-depth induction programmes for new staff. • To oversee the development of comprehensive programmes for student and volunteers. • To oversee the development of training sessions for students and volunteers in the delivery of services. • To oversee support structures which enable staff to support students and volunteer workers. • To establish and maintain good working relationships with relevant and appropriate agencies in the community, voluntary, statutory and private sectors. • To assess the training and development needs of staff that report into this post and to assist in developing training opportunities for them in line with QuADS. • To oversee the training of all staff through support from their line managers. • To participate in the recruitment and interviewing of all staff and to manage the recruiting of all new staff by signing off on job specs, person specs and salary scales with Head of Finance and Administration. • To carry out appraisals in accordance with the Ana Liffey's policy and to support the implementation of the appraisal policy across the organisation. • To be willing to be telephoned out of hours or called into the project in a time of crisis. • To oversee staff rotas in each geographic location and to support Project Managers in ensuring adequate cover on the staff rota at all times. • To oversee the recruitment, supervision and support of locum workers with support from the Project Managers. • To maintain appropriate staff records and ensure a standard is set and adhered to for the maintenance of staff records by Project Managers. • Promote and develop the use of professional skills within service delivery (eg. Motivational Interviewing, Relapse Prevention, Solution Focused Brief Interventions 	

Ana Liffey Drug Project – Job Description and Person Specification

Job Title – Head of Services

Created: 14.08.12

Signed off: 28.08.12

<p>and any other appropriate models identified by Head of Services or Director.)</p> <ul style="list-style-type: none"> To constantly evaluate the services delivered by the Multi-Disciplinary Project Teams and plan recommendations for improvements and developments with Head of Finance and Administration for sign off by Director. To design, promote, deliver and ensure the quality of all new and potential services to be offered by Ana Liffey Drug Project for ultimate sign-off by the director. 	
Area of Responsibility	Role
Resources Management	To develop and implement systems and structures which cover the proper management of all non-staff resources and ensures that these resources are used to their greatest potential.
Responsibilities	
<ul style="list-style-type: none"> To ensure that Health and Safety standards are met within the project in accordance with all relevant documentation. To ensure that Fire Safety standards are implemented and monitored. To oversee that all Ana Liffey buildings, fixtures, furniture and fittings are kept in a good state of repair. To ensure that all stock control measures are in place across all geographic locations and to provide reports as required to Head of Finance and Administration and Director. To play an active role in identifying physical and non-physical risks to the staff, clients and other stakeholders in the organization and to report and manage these with the guidance of the Director. To ensure that all organisational car-users have been thoroughly inducted in the use of Ana Liffey's vehicles and have the adequate training and experience to operate the cars in a safe way. 	
Area of Responsibility	Role
Financial Management	Oversee expenditure through petty cash/out of pocket expenses and ensure that all procedures relating to petty cash and client expenses are followed and that adequate records are kept.
Responsibilities	
<ul style="list-style-type: none"> Ensure that petty cash/out of pocket expenses procedures run smoothly and that the Finance and Administration department are given adequate information and documentation for any expenditure. Work closely with the Head of Finance and Administration to set budgets and agree expenditure for the year, for sign off by the Director Work closely with the Head of Finance and Administration to develop new systems and structures which allow for proper financial management and control. 	
Area of Responsibility	Role
Statistics and Reporting	To provide timely and accurate reports to Head of Finance and Administration and the Director on services and to represent this information at Board level as requested by the Director. To be proactive in meeting all funders requirements for information throughout the year.

Responsibilities
<ul style="list-style-type: none"> • To provide standard reports to the Senior Management Team on all statistics related to service delivery • To ensure that reports and statistics captured and reported by Project Managers are accurate and timely. • To provide anecdotal and statistical information as required by the Director and Board • To proactively provide detailed information on services to our funders in conjunction with the Head of Finance and Administration. • To ensure that quality standards in data recording methods are adhered to throughout the agency and work with the System Administrator for Ana Liffey's CMS to ensure that data captured are accurate.

Person Specification

This person specification sets out the various criteria which are essential or desirable for the post and by which we will assess your application. When completing your application form please address all the points set out below.

Person Specification Details	Description
Education and Qualifications	<ul style="list-style-type: none"> • A relevant third level qualification; essential • A recognized management qualification; desirable • A full clean drivers license; desirable
Training and Experience	<ul style="list-style-type: none"> • Extensive experience of working at management level in a service-delivery role; essential • Experience of managing diverse service delivery; essential • Experience of managing multiple teams in different locations; desirable • Experience of managing an addiction service or similar; essential
Skills and Abilities	<ul style="list-style-type: none"> • Strong leadership skills • Ability to effectively delegate tasks whilst ensuring high levels of service • Ability to be a 'go-to' person, committed to resolving issues as they arise • Ability to design and deliver services for people experiencing addiction • Clear communicator • Proven track record in influencing at Board and Funder level • Ability to manage competing demands for time • Strong administrative and report-writing skills • Ability to act calmly in emergencies and respond in a professional manner to challenging and stressful situations.

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Person Specification Details	Description
	<ul style="list-style-type: none"> • Ability to appropriately advocate on behalf of the organisation with external agencies. • Ability to assess the training and development needs of supervised staff and to participate in training delivery.
Knowledge	<ul style="list-style-type: none"> • Demonstrates expert knowledge of operating services within a low threshold, harm reduction ethos. • In-depth understanding of the Irish and International Addiction sector • Demonstrates knowledge of relevant legislation and policies in relation to the management of an addiction service, including all relevant Child Protection Legislation and guidelines (ie. Children First Guidelines). • Demonstrates knowledge of Equal Status and Health and Safety legislation and the implications of both within the working environment. • Demonstrates knowledge of quality standards programmes (e.g. QuADS) • Demonstrates expert knowledge of networks and services in Ireland along the continuum of care.
Attitude	<ul style="list-style-type: none"> • Enthusiastic and committed to working within the organisational values to achieve the vision as set out in the Strategic Plan 2012-2014. • A team player committed to consultative ways of working. • A flexible, “can do” approach to working. • Commitment to participate in supervision and in training and development. • Commitment to working within an environment which promotes Equal Status and has regard for the Health and Safety of others.
Contractual	<ul style="list-style-type: none"> • To work off site as necessary (within Ana Liffey’s guidelines). • To work anti-social hours as required. • To be called out of office hours or to come into the project in the case of a crisis. • To be a named key holder for the project.