



## ANA LIFFEY DRUG PROJECT

<b>JOB DESCRIPTION:</b>	August 2017
<b>POST:</b>	Team Leader (Online and Digital Services)
<b>HOURS:</b>	35 hours a week
<b>SALARY:</b>	€38,891
<b>HOLIDAY:</b>	25 days exclusive of bank holidays
<b>RESPONSIBLE TO:</b>	Head of Services
<b>RESPONSIBLE FOR:</b>	The delivery of ALDP's services online to partner agencies and service users, including the maintenance of ALDP's online profile and resources

### ***Vision***

Our vision is for a society where all people affected by problem substance use are treated with dignity and respect and have access to quality services.

### ***Mission***

Our mission is to work with people affected by problem substance use and the organisations that assist them. We do this to reduce harm to individuals and society, and to provide opportunities for development of those individuals and organisations.

### ***Values***

<p>The Ana Liffey neither promotes nor denounces substance use but seeks to respond to problems associated with it.</p> <p><i>What this means:</i></p> <ul style="list-style-type: none"> <li>• We support people to reduce</li> </ul>	<p>The Ana Liffey believes in rights and responsibilities.</p> <p><i>What this means:</i></p> <ul style="list-style-type: none"> <li>• We believe in supporting people to know their rights</li> </ul>
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<p>harm</p> <ul style="list-style-type: none"> <li>• We respond to peoples needs</li> <li>• We recognise the potential of the people we work with</li> <li>• We provide evidence based responses</li> <li>• We are innovative.</li> </ul>	<ul style="list-style-type: none"> <li>• We believe in encouraging people to take responsibility</li> <li>• We treat all people who come into contact with Ana Liffey with dignity and respect.</li> </ul>
<p>The Ana Liffey is pragmatic.</p> <p><i>What this means:</i></p> <ul style="list-style-type: none"> <li>• We turn words into actions</li> <li>• What matters is what we do</li> <li>• We identify, take and manage risks</li> <li>• We are solution focused</li> <li>• We deliver on our commitments.</li> </ul>	<p>The Ana Liffey aims to make a positive contribution to society.</p> <p><i>What this means:</i></p> <ul style="list-style-type: none"> <li>• We actively engage in the promotion of a partnership approach</li> <li>• We are open and accountable</li> <li>• We are a quality led organisation and a leader in good professional practice</li> <li>• We have a local, national and international perspective.</li> </ul>

## JOB SUMMARY

Under the guidance of the Head of Services, the main focus of responsibility is the efficient and effective delivery of all of ALDP's online and campaign work, including the facilitation of inter-agency co-ordination and support. This comprises a number of areas and includes:

- the management of ALDPs websites
- the management of ELearning projects
- the management of interagency projects including harm reduction campaigns
- proactive stakeholder liaison in the statutory, voluntary and community sector
- the facilitation of inter-agency co-ordination and support in an innovative fashion primarily using online resources
- the management of ALDP's social media profile

## DUTIES AND RESPONSIBILITIES

### 1. STAFFING ISSUES

- 1.1. To provide support and supervision to staff members, students, volunteers, etc., providing online services and inter-agency support as delegated by the Head of Services
- 1.2. To assist in developing and delivering relevant and in-depth induction programmes for each new member of staff.
- 1.3. To assess the training and development needs of staff that report into this post and to develop training opportunities for them in line with quality standards
- 1.4. To assist in the recruitment and interviewing of staff in conjunction with the Head of Services where appropriate.
- 1.5. To carry out staff appraisals in accordance with ALDP policy.
- 1.6. To ensure there is adequate staff cover for online and inter-agency support services at all times and to cover where necessary.
- 1.7. To recruit, supervise and support locum workers as appropriate.
- 1.8. To maintain appropriate staff records.

## **2. STUDENTS, INTERNS and VOLUNTEERS**

- 2.1. To assist in the development of the use of students, interns and volunteers in the delivery of online and inter-agency support services.
- 2.2. To develop a training programme for any students, interns and volunteers used in the delivery of services.
- 2.3. To support the staff, that report into this post, in how to work with and support students, interns and volunteers.

## **3. THE BUILDING**

- 3.1. To ensure that Health and Safety standards are met within the project in accordance with the ALDP's Health and Safety policy.
- 3.2. To ensure that all Fire Safety standards are implemented and monitored.
- 3.3. To assist the Head of Finance and Administration in the maintenance and development of Ana Liffey's IT hardware and software.
- 3.4. To assist the Head of Finance and Administration in the maintenance and repair of the furnishings and fabric of the property to a high standard

## **4. FINANCE**

- 4.1. Under the leadership of the Head of Services, to carry out duties to ensure the control of expenditure within the project's budget.
- 4.2. To ensure that petty cash procedures are followed and that adequate records are kept.

## **5. SERVICES**

- 5.1. To focus on and develop innovative ways of delivering client support services and inter-agency support services both online and through campaign work.
- 5.2. To develop and manage the organisation's online profile including its social media presence.
- 5.3. To oversee the management, maintenance, updating and monitoring all ALDP websites
- 5.4. To manage staff and other resources to ensure the effective online delivery of the Livehelper service
- 5.5. To support the development of ELearning content in line with Health Services Executive Office of Social Inclusion training schedules.
- 5.6. To manage staff and other resources to ensure the effective delivery of the Lets Talk About Drugs Drugs.ie National Youth Media Awards.

## **6. REPORTING AND NETWORKING**

- 6.1. To provide reports to the Head of Services as required regarding areas of responsibility.
- 6.2. To develop reporting metrics for monitoring of online presence, including google analytics
- 6.3. To develop a mechanism for the conducting of an online client survey for ALDP clients each year
- 6.4. To liaise with external bodies as directed by the Head of Services
- 6.5. To assist in the establishment and maintenance of relevant working relationships with agencies operating in the community that will assist in the support of people using the ALDP online services.
- 6.6. To facilitate inter-agency co-ordination in an innovative fashion primarily using online resources
- 6.7. To ensure that all services are delivered in accordance with relevant quality standards.

## **7. TEAM WORK**

- 7.1. To lead the team responsible for online service delivery, responding to issues as they arise in the most effective manner.
- 7.2. To ensure that policy decisions are carried through by all staff consistently.
- 7.3. To ensure that an effective team approach is maintained

## **8. GENERAL RESPONSIBILITIES**

- 8.1. In conjunction with the Head of Services, to continuously develop the role to ensure that all tasks are being undertaken in an effective and appropriate manner which meets the strategic aims and objectives of the Ana Liffey Drug Project.
- 8.2. To participate in internal/external meetings as required, and attend training events, conferences and other functions as necessary.
- 8.3. To participate in regular supervision and annual appraisal, and help in identifying your own job-related development and training needs.
- 8.4. To ensure that all Ana Liffey Drug Project policies and procedures are being adhered to, particularly those relating to Health and Safety, Complaints, Code of Practice and Confidentiality.
- 8.5. To contribute to the effective implementation of the ALDP's Equal Opportunities Policy as it affects both the ALDP and its work with service users.
- 8.6. 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 aims, values and ethos of the ALDP.
- 8.7. Undertake any other duties that may be required which are commensurate with the role as directed by the Head of Services.