



JOB DESCRIPTION

Respond is one of the largest housing associations in Ireland, providing social housing and homeless services. Our vision is that 'every family and individual in Ireland will have high-quality housing as part of a vibrant and caring community'. We are growing rapidly in response to the housing crisis and are now looking for the right person who has the passion and skills to help us realise our vision.

Role:	Homeless Service Manager
Location:	High Park, Drumcondra, Dublin 9
Reporting to:	Coordinator of Homeless services
Terms:	Fixed Term Contract – 39 hours - Mon to Fri
Job Purpose:	To lead, manage and deliver the homeless service which respond provides at High Park ensuring the efficient operation and provision of support to service users residing at the service

Core duties and responsibilities:

- Day-to-day Management of respond homeless service project at High Park
- Develop a positive relationship with respond Stakeholders and act as a Respond ambassador
- Monitor and proactively manage rent payments and minimise arrears issues
- Work as part of a multi-disciplinary team liaising on a daily basis with internal and external clients and agencies
- Build relationships and represent respond to various external bodies, groups and agencies. Including community, statutory and private bodies
- Develop the services policies and procedures.
- Adhere to professional boundaries and work in a professional manner at all times.
- Complete accurate written records and/or reports where necessary.
- Handle enquiries, liaising with outside agencies where necessary with a view to further development of the service

- Responsible for the general upkeep of the service
- Coordinate attend and participate in staff meetings and staff training.
- Identify and pursue initiatives that support the activities in the service
- The development of staff management and support systems including:
- Staff recruitment, induction, training and development
- Day to day management and supervision
- Staff appraisals
- Report writing and file maintenance
- Implementation of disciplinary procedures as required
- Ensure understanding, and compliance with NQSF in the service
- Ensure staff run in-house programmes including: time management, money management, cookery classes, nutrition, employment support, personal development, health and beauty, child development.

The list of tasks is not an exclusive one and duties may vary from time to time.

Children

- Work within the services' Code of Behaviour with Children.

Safety and Security

- Ensure the safety and security of all residents, co-workers and the service.
- Respond to all safety and security related incidents, ensuring correct service procedures are followed, and record and report such incident as appropriate.
- Carry out and report security checks, including property checks, occupancy checks and room checks.

Person specification:

- A relevant degree or equivalent
- Experience of performing in a management role
- Be outgoing, self-motivated, relaxed and enthusiastic & flexible
- Ability to demonstrate leadership and organisational skills
- Experience of working with budgets and targets
- Excellent communications and interpersonal skills
- Excellent report writing and administration skills
- Good computer skills
- Garda Vetting will be conducted on an ongoing basis