**SOCIAL CARE TEAM LEADER - REFUGE**

**Job Title:** Social Care Team Leader – Refuge

**Post:** Full-Time (39h pw) & Permanent

**Salary:** Salary Scale HSE 2020 Rates - €47,709 – €55,741

**Reports to:** CEO

**Role Purpose**

The purpose of the job is to ensure that professional standards are in place in Aoibhneas in order to provide a safe nurturing environment for individual women, children and young people living with Domestic Abuse alongside developing, delivering and maintaining the highest possible standard of service provision is developed, delivered and maintained for women, children and young people.

**Key Job Responsibilities**

**Staffing**

* Provide direction and motivation consistent with good staff relations and the development of a high-performance client-centred learning culture.
* Manage duties and responsibilities of staff on roster to ensure professional standards are maintained in relation to care plans, record keeping, report writing and file audits.
* Provide support to key working, social care, weekend/ night and outreach staff to ensure professional standards are in line with legislation and best practice.
* Direct activities of staff to ensure the emotional, social, physical, intellectual, spiritual and cultural needs of children and young people are met.
* Evaluate the work of staff to ensure that programs are of appropriate quality and that resources are used effectively.
* Encourage, model, and develop a caring and therapeutic relationship with the children, and assist them in dealing with presenting issues.
* Assist the CEO in ensuring all staff have appropriate development and supervision commensurate with their professional responsibilities.

**Quality Assurance**

* Ensure the highest possible standard of care practice is maintained at all times in line with policies, relevant legislation, and National Guidelines.

**Service Provision**

* To carry out direct work on specific issues, and action care plans, whilst liaising with team members at all times.
* To work directly/indirectly with children who have experienced trauma.
* Provide direct service and support to individuals or clients, such as handling a referral for child advocacy issues, conducting a needs evaluation, data requests or resolving complaints.
* Research and analyse member or community needs to determine program directions and goals.

**Administration**

* Oversee administrative procedures to meet objectives set by boards of directors or senior management.
* Prepare and maintain records and reports.
* Assist in the development of effective, efficient and integrated monitoring and reporting policies and processes which meet requirements of both funders and legislation.
* Ensure that all staff are aware of and implement internal policies and procedures.
* Maintain appropriate documentation and professional recording in line with record keeping policy.
* Conduct regular internal reviews or audits to ensure that compliance procedures are followed.
* Provide holistic and comprehensive case management services.
* Liaise with and inform the CEO/ Direct Line, on a regular basis, of issues arising from work with individual cases.

**Client Services**

* Ensure that all information relating to clients is treated in a thoroughly professional manner and that confidentiality is strictly maintained at all times.
* Implement a system and process to ensure there is an individual care plan for each client which is tailored to their particular needs and which is reviewed in accordance with standards.

**Community**

* Develop referral links for women with local support services and networks.
* Develop links with local service providers, Gardaí, schools, women's groups, youth clubs etc.
* Attend court hearings and give evidence as required.
* Attend child protection case conferences and case conference reviews.

**Other**

* Work under the direction and guidance of the CEO/ Direct Line to ensure the highest possible level of care is maintained at all times.
* Act as the designated person in line with Children's First legislation.
* Facilitate student placements/ CE placements/ Volunteer placements in accordance with CEO/ Direct Line direction.
* Provide on call assistance as directed by the CEO/ Direct Line in line with policy and Children's First legislation.
* Ensure standards are maintained and adhered to in line with policy, procedure, and legislation.
* Perform such duties appropriate to the post, which may be assigned by the CEO/ Direct Line.
* Engage in supervision sessions on a regular basis.
* Participate in relevant training and development courses.

**Person Requirements**

Essential

* Third Level Qualification at degree level in social science, social care or related field.
* A minimum of 3 years relevant work experience working in a social care setting in a supervisory capacity.
* Excellent knowledge and understanding of domestic violence and issues affecting women and children experiencing domestic violence.
* Excellent facilitation, training, and communication skills.
* Excellent knowledge and understanding of child protection.
* Proven:
	+ Case management skills.
	+ People management skills.
	+ Organisational skills.
	+ Time management.
	+ Decision making skills.
	+ Risk management.
	+ Problem solving.
	+ Ability to work to deadlines.

Desirable Criteria

* Flexibility/Adaptability
* Integrity and Dependability
* Concern for others
* Initiative and Independence
* Stress tolerance and Self-Control
* Experience of inter-agency working
* Full Driving License

**Terms & Conditions**

* Permanent Contract.
* Employer Pension Contribution of 5%.
* Annual leave 22 days inclusive of 2 wellbeing days with incremental days in line with service.
* Access to Digital GP Care and other benefits.
* Access to External Supervision and Employee Assistance Programme.