



Job Role Specification

The Role: Team Leader Midwest Services

Role Summary:

The purpose of the Team Leader role is to oversee and ensure the effective delivery of the day-to-day running of designated Ana Liffey services in the Midwest, supporting people affected by problem substance use and the organisations that assist them. The Team Leader will lead a group of Senior Project Workers and Project Workers ensuring services are delivered to the highest quality and people are treated with dignity and respect based on the organisation's ethos of delivering *Low-Threshold Harm Reduction* services.

Reports to: The Team Leader will report directly to the Services Manager.

Role responsibilities (include, but not limited to):

The following outlines some of the key responsibilities of the role, and these may be expanded or refined from time to time to meet the business needs of the organisation.

Service Delivery

- Support, guide and direct Senior Project Workers and Project Workers to deliver group interventions to service users as assigned by the Services Manager and in line with the work practices of the ALDP.
- Provide direction and support to Senior project Workers and agree case workloads and group of Project Workers assigned to each.
- Manage on a weekly rota basis the day-to-day running of designated services.
- Promote and develop the use of brief intervention skills within service delivery i.e. Motivational Interviewing, Relapse Prevention, Solution Focused Therapy and any other appropriate model in line with ALDP policy and guidance.
- Constantly evaluate the services delivered by the Integrated Project Team to ensure that the families (Parents and their Children), couples and single people using the ALDP services receive the highest possible standard of care and service.
- Champion and develop the provision of services for the families (Parents and their Children), couples and single people attending ALDP, advocating for the development of policies and services to meet their needs.
- Ensure that the practical needs of the people using the ALDP services are met.

- Assist in the establishing and maintaining of good working relationships with Dublin based drug services, prison services, probation services, homeless services, health services, and any other relevant agencies.
- 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 services.
- Ensure that care plans and case conferences are devised and regularly reviewed for all those people using ALDP services who are engaged in a key working relationship.
- Ensure that all services are delivered according to the organisation's quality standards framework.
- Support the Senior Management Team in ensuring that project policies and procedures are regularly reviewed, updated and implemented in line with agreed policy & standards.
- Ensure a safe and secure environment and maintain high standards of care.
- Assist in conducting of client surveys each year.
- Ensure that the complaints procedure is well publicised and operated in accordance with the policy.
- Liaise with and take a positive active role within the local residential and business communities.
- Deputise in the absence of the Services Manager or as directed by the Director of Services.
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Staff Management & Teamworking

- Provide support and supervision to the senior project workers, Project Workers
- Provide oversight of students and volunteers attached to their projects
- Support and coach the role of the senior project worker and their oversight of project workers
- Assist in developing and delivering relevant and in-depth induction programmes for each new member of staff.
- Assess the training and development needs of staff that report into this post and develop training opportunities for them in line with quality standards.
- Assist in the recruitment and interviewing of staff in conjunction with the Services Manager and Director of Services where appropriate.
- Carry out staff appraisals in accordance with the ALDP's policy.
- Be willing to be telephoned off duty or called in to the project in times of crisis.
- Ensure there is adequate cover on the staff rota at all times and to cover services where necessary.
- Recruit, supervise and support locum workers.
- Maintain appropriate staff records in line with agreed ALDP policies.
- Ensure all staff are competent in the use of ALDP's Client Management System (CMS).

- Support and cover for the absence of other Team Leaders, as requested and with the assistance and guidance of the Services Manager.
- Promote and support a positive team working environment across the Ana Liffey organisation.
- Manage individual performance through performance management process and procedures.
- Ensure that there is a culture of continuous improvement within your team and ensure that team members enhance their skillset and continue to remain effective, capable, and knowledgeable in their field.
- Work as part of a multi-disciplinary team in agreed location(s) and outreach service, responding to issues as they arise in the most effective manner.
- Arrange and manage team meetings and review days in conjunction with the counterpart Team Leaders as guided by the Services Manager.
- Work with all other Team Leaders to co-ordinate staff and programmes as guided by the Services Manager and the Senior Management Team.

General

- Carry out duties to ensure the control of expenditure within the project's budget in line with agreed ALDP policy and guidance of the Services Manager and Finance team.
- Maintain a record of all stock and generate timely stock orders in line with policy and guidance from Services Manager.
- Maintain statistics on ALDP's CMS, train staff in the use of CMS and ensure that inputs from staff are accurate.
- Ensure that adequate record systems are in place.
- Assist in the development of the use of students and volunteers in the delivery of services.
- Develop training programmes for any students and volunteers used in the delivery of services.
- Support the staff team in how to work with and support students and volunteer workers.
- Promote compliance with ALDP's quality management system and adherence to agreed policies and procedures
- Ensure that agreed financial records are maintained to agreed policy guidelines and shared with the Finance/Facilities team
- Write reports on the performance of the projects work as requested by the Services Manager.
- Ensure that Health and Safety standards are met within the project in accordance with the ALDP's Health and Safety policy.
- Ensure that all Fire Safety standards are implemented and monitored.
- Assist the Services Manager and the Facilities team, in maintaining the maintenance and repair of the furnishings and fabric of the property to a high standard and initiate any necessary repairs as agreed.

- Other areas of responsibility may be assigned to the Team Leader to meet the changing needs of the organisation.

These duties are a general guide to the responsibilities of the Team Leader. They are indicative of the role and above should not be seen as either definitive or restrictive. The Team Leader may be required to undertake other duties commensurate with the post.

Person Requirements:

- Relevant third level qualification (Essential)
- Minimum 2 years proven experience in service operations. (Essential)
- Have experience managing and achieving targets in service delivery. (Essential)
- Proven staff management experience, including support and performance management of teams. (Essential)
- Excellent IT/IS skills and working knowledge of Microsoft outlook, word, excel and database experience. (Essential)
- A candidate for and any person holding this position must be fully competent and capable of undertaking the duties attached to the position and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service. (Essential)

Knowledge, skills & competencies:

- Self-motivated person who is committed to ALDP vision and ethos of 'Low Threshold-Harm Reduction'
- Able to maintain the highest standards of confidentiality, discretion, and respect.
- Ability to meet deadlines.
- A full driving licence. (Desirable)
- High-level communication skills both written and verbal.
- Excellent communication skills, with experience in presenting information to a variety of stakeholders (internally and externally).
- Ability to network and negotiate effectively with individuals and groups, within Ana Liffey and outside.
- Given the nature of the work of ALDP, occasional evening and weekend work may be required.
- Ability and willingness to work across multiple locations as required by ALDP.

Working Base:



The base location for this role will be in ALDP established building in Locke Quay Limerick. The Team Leader will be expected to travel to other ALDP site locations for in person meetings and to regularly engage with other team members.

Regarding requests for remote working, Ana Liffey works in line with the Work Life Balance and Miscellaneous Provisions Act 2023.

Avoiding and managing aggression and violence:

Whilst the organisation takes every step possible to ensure the safety of its staff, it is important to be clear that due to the nature of the work carried out at the Ana Liffey Drug Project, it is possible that you will experience aggression in the work place from the people who use our services and there is a risk that you may be verbally or physically assaulted. You will receive training in how to avoid and manage these situations. However, in the unfortunate event of an assault taking place, the organisation will provide appropriate support to assist you to overcome this.

Terms:

Salary €50,459 per annum

35 hours per week organised between 7am and 7pm Monday to Friday.

Benefits:

25 days annual leave.

30 days paid certified sick leave; 7 days' pay uncertified sick leave.

Contributory pension.

Bike to Work Scheme.

Employee EAP scheme.