



Clarecare's vision is to be the trusted quality care provider within our communities by supporting individuals and families to reach their full potential.

Clarecare is a professional accredited social enterprise with charitable status, providing a range of people centred social services to individuals and families in County Clare for over 50 years. Current services include Family Support, Older Person Services and Bushypark Residential Addiction Treatment Centre. Clarecare's headquarters are based in Ennis with local offices in Bushypark, Shannon, Kilrush, Killaloe and Ennistymon. Further information is available on www.clarecare.ie www.bushypark.ie

Clarecare is supported by a partnership with TUSLA, Health Service Executive, other Government Departments, by charitable funding and by the Diocese of Killaloe.

Clarecare Family Support Services offer a range of interventions to vulnerable children, including children subject to Safety Plans and/or open case to Tusla the Child & Family Agency. We work in partnership with service users and professional colleagues in the provision of individual and group-based supports.

JOB DESCRIPTION

**TITLE: Team Leader - Family Support Service
Immediate Vacancy – 4 days per week permanent contract**

ROLE: To oversee the delivery of community based family support services and the provision of quality supports to children, young people and parents from the point of referral to case closure. To manage and support Family Support staff in the delivery of quality services and to contribute to the overall management of the Family Support Service in the delivery of services to families.

OBJECTIVE: To support the overall management of the Family Support Service in the delivery of a safe, effective and dynamic Family Support Service.

JOB LOCATION: The position is currently based at Clarecare's offices in Harmony Row, Ennis, Co. Clare and may transfer to Clarecare's Shannon location at a future date. The successful candidate may be requested (as and when required) to travel to other locations including Clarecare's sub-offices in Co. Clare in the course of his/her work.

TRAVEL FOR WORK: You may, if required, be assigned by the Family Support Service Manager/CEO or designate; to the Services other places of business/centre locations. The Family Support Service delivers supports across Co. Clare, therefore, flexibility and willingness to travel is required. You will be required to use your private car to travel for work purposes in the course of your work. As part of your role duties/responsibilities, you will be required to carry clients in your own private vehicle and to indemnify Clarecare for same, under your private motor insurance policy.

JOB RELATIONS: The position reports to the Family Support Service Manager.

DAYS/HOURS OF WORK: 4 days work per week - Monday to Thursday inclusive from 9.30 a.m. - 5pm daily, inclusive of 30 mins paid break. This position may involve evening or weekend work (as required) and flexibility is required regarding your work days/hours which are subject to change.

ANNUAL LEAVE: Based on 26 days annual leave per leave year pro-rated, which for this 4 days per week post is an annual leave entitlement of 21 days paid leave per full leave year (Jan-Dec incl.).

RESPONSIBILITIES OF THE POSITION:

General Responsibilities:

- To be accountable to the Family Support Service Manager or designate.
- To adhere to Clarecare's policies, procedures, protocols in relation to all work within Clarecare.
- To fulfil obligations under Children First Act 2015 and all responsibilities under Children First National Guidance for the Protection and Welfare of Children (2017).
- To store and maintain accurate, confidential records in accordance with the Family Support Services practice protocols and to comply with responsibilities under the Data Protection Acts 1988, 2003 & 2018 (GDPR).
- To complete and submit statistical information and reports in a timely manner as required.
- To work as part of the wider Clarecare structure and carry out duties as required.
- To support the work of staff, volunteers, students and others involved in Clarecare.
- To participate in team meetings and attend meetings as deemed necessary.
- To attend and participate in case management meetings with Family Support Service Manager or designate and team members.
- To engage in continuing professional development opportunities.
- To maintain professional boundaries in all work with clients.
- Follow policies and procedures in relation to safeguarding, health & safety, etc and all other relevant Clarecare policies & procedures.
- To perform such other duties appropriate to the position as may be assigned to you.

Work plan:

- To have overall responsibility for the delivery of Family Support Services and for a designated staff team.
- To process and manage Family Support Service referrals and manage a waiting list in line with agreed practice procedures.
- To work in partnership with administration support and staff to ensure the data management system is up to date, that accurate records are maintained, and statistical information can be accessed as required.
- To maintain accurate and up to date records.
- To attend case conferences /meetings regarding referred cases as required.
- To conduct case reviews with staff and families in respect of work undertaken when required.
- To ensure that family support plans are reviewed in line with the Family Support Service standard operating procedures and practice framework.
- To oversee the development and delivery of other key Family Support Service activities as assigned by the Family Support Service Manager.
- To perform other duties appropriate to the position as may be assigned to you by the Family Support Services Manager or designate.
- To be flexible and adaptable in one's approach to work with the Family Support Services Management team, clients and staff.
- To engage in continuous professional development.

Management & Staff:

- To be accountable and report to the Family Support Service Manager (or designate).
- To attend and participate in supervision sessions with the line manager.
- To attend and participate in mandatory training and any other training/development as identified by your Line Manager/Service.
- To supervise and manage the designated family support staff ensuring quality services are delivered in line with the Clarecare Standardised Framework for service delivery and that all case files are maintained in line with Clarecare policies and best practice.
- To supervise and support the designated family support staff ensuring quality services are delivered in line with the Clarecare Standardised Framework for service delivery and that all case files are maintained in line with Clarecare policies and best practice.
- To support the recruitment, selection and induction of new designated staff in cooperation with Clarecare HR team.
- Manage all staff by ensuring clarity of roles, assignment of duties, arrangement of leave, etc.
- Ensure all staff are trained and confident in their roles and that all staff training including ongoing training needs are periodically reviewed and up to date in collaboration with the Training Officer.
- Ensure fair and consistent application of all Clarecare policies & procedures as applicable to the Service.
- Conduct regular performance reviews with all staff and deal with any breaches of policy, disciplinary or grievance matters in a timely manner.
- Hold regular meeting with staff on matters relating the running of the Service, care provision, staff matters, updates of existing policies & procedures, implementation of new policies, etc.
- Deal with any staff issues in a timely and effective manner. Liaise and take advice from HR where necessary.
- Financial awareness and ability to operate within allocated budget.
- Have the ability to plan and manage own workload and ensure deadlines are met.
- To participate in relevant Family Support Service Management meetings.
- To work with the Family Support Service Manager and Family Support management team in relation to the planning and development of Clarecare's Family Support Service.
- To complete risk assessments as required in relation to individual cases and service issues.
- To manage complaints and feedback processes for the services in the designated area or as assigned by the Family Support Service Manager.
- To provide cover for the Family Support Service Manager and Deputy Manager during leave periods and as required.
- To store and maintain accurate, confidential records in accordance with the Family Support Services practice protocols and to comply with responsibilities under the Data Protection Acts 1988, 2003 & 2018 (GDPR).
- Contribute to research, audit, review and evaluation of the Service as required.

Statistics:

- To complete the Tusla Metric returns and assist the Family Support Service Manager in the completion of statistical reports for Service Level Agreements and service planning as required.

Inter-Agency work:

- To liaise with Clarecare services and external agencies to identify the available support services for families referred to the service.
- To liaise with relevant agencies as required and to develop and maintain collaborative working relationships externally with TUSLA, HSE and other relevant community, voluntary and statutory groups.
- To attend interagency meetings, as deemed relevant, in respect of designated area of work, to assist in identifying needs in this area and contribute to development of potential responses to these needs.
- To participate in inter agency fora as assigned to your role by the Family Support Service Manager.

REQUIREMENTS/QUALIFICATIONS FOR THE POSITION

- A recognised qualification of NFQ, QQI Level 8 (Hons. Degree) in Social Work (CQSW, MSW, or NSWQB approved course) or NFQ, QQI Level 8 (Hons. Degree) in Social Care.
- Must be currently registered (and maintain live annual registration) in the Social Work Register retained by the Social Work Registration Board at CORU. Similar registration/live annual registration will apply to those qualified/working in Social Care as and when this registration requirement process is implemented in the future.
- Minimum of 3 years' experience of working with vulnerable families and children **of which** a minimum of 2 years' relevant experience must have been gained in directly supervising and managing staff in a fast-paced work environment.
- Demonstrate empathetic understanding of the issues that vulnerable children and families may encounter and a wide knowledge base including child protection law, policies and procedures and of recognition of all forms of abuse and reporting requirements under the Children's First Act (2015).
- Experience of prioritising referrals and workloads to ensure efficient delivery of services.
- Excellent communication skills and ability to communicate appropriately with service users, staff and other statutory and not for profit agencies
- Focussed with a willingness to "get things done" in a very busy work environment, and deliver on agreed objectives.
- Ability to maintain a high standard of documentation, including service user files in accordance with local guidelines and legislation.
- Experience of liaising with services and advocating on behalf of clients.
- Excellent communication skills (verbal and written).
- Well-developed computer skills, including use of Microsoft Office, MS Outlook (emails), Spreadsheets and Databases.
- Experience of liaising with services on behalf of clients and staff.
- Experience of creative approaches to working with families.
- Good knowledge of the legislative and policy context governing statutory and voluntary service delivery.
- Demonstrate experience of working with parents/guardians and children and an ability to engage adults and children in assessment and therapeutic work.
- Demonstrate effective verbal and written communication skills with service users, team members and other statutory and voluntary agencies.
- Demonstrate excellent organisational skills as the role requires the capacity to work in a demanding post; managing time, commitments and priorities effectively.
- Experience of writing reports and confident knowledge and use of Microsoft Office.
- Ability to work as part of a team and to use one's own initiative when required.
- Ability to maintain the principles of confidentiality in all areas of work.
- Ability to foster good working relationships with external agencies and organisations
- Maintain and submit annual membership of the relevant accredited body as per Clarecare policies and procedures
- Ability to always maintain professional and personal boundaries and adhere at all times to Clarecare's Guidelines & Code of Conduct for Staff.
- A positive 'fit to work' pre-employment medical.
- A positive Garda Vetting Disclosure through Clarecare.
- Two positive references from current/most recent employer(s).
- You will be required to use your private car to travel for work purposes in the course of your work. As part of your role duties/responsibilities, you will be required to carry clients in your own private vehicle and to indemnify Clarecare for same, under your private motor insurance policy.

Desirable

- Experience of delivering evidence-based parenting programmes
- Experience of undertaking service evaluations and completing reports
- Experience of working in the not for profit, Social Enterprise Sector.
- Knowledge of the philosophy and ethos of Clarecare

Remuneration:

- The gross salary for this position is in accordance with the relevant Clarecare Payscale, and commensurate with experience. Details available from HR on 086 – 4161520.

NOTE: The above list of duties is not exclusive or exhaustive. Unforeseen policy changes or emerging needs may create new and different demands on the position. The post holder will be required to undertake such tasks as may reasonably be expected within the scope of the role.