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| **Job Specification; Sample Content**  **Social Care Manager (392X)** | |
| **The following template provides sample content for the above role.**  **Please refer to the latest National Job Specification Template on the HSE Job Specification Repository to create your full and final version.** | |
| **Purpose of the Post** | ***For Example:***  The Social Care Manager has a pivotal role in service planning, co-ordinating, and managing activity and resources within the service area. They will provide leadership in the care, protection, and support of vulnerable or dependent clients, individually or in groups, in conjunction with the wider multidisciplinary team and other relevant agencies. They will ensure the welfare of those under their care and will act as an advocate as appropriate.  The Social Care Manager will contribute to the planning and evaluation of individualised and group programmes of care, which are based on needs, identified in consultation with the client and delivered through day-to-day shared life experiences.  The Social Care Manager is the Person in Charge as per Health Information Quality Authority (HIQA) and has overall responsibility for the implementation and compliance with HIQA Regulations and standards. |
| **Principal Duties and Responsibilities** | ***For Example:***  *The Social Care Manager will:*  **Professional**   * Manage the service and support the service users to ensure the highest professional standards using an evidence based care planning approach. * Ensure the delivery of a high quality service through the provision of strong professional leadership. * Work within legislation and the policies, procedures, guidelines and protocols as laid down by the employer. * Work in accordance with the principles and values of recovery as described in the National Framework for Recovery for Irish Mental Health Services 2018-2020. * Contribute to the promotion, creation and maintenance of a welcoming, safe, caring, stable and therapeutic environment. * Ensure that service users and their families are treated with dignity and respect, promoting a culture of unconditional positive regard at all times. * Be responsible for the co-ordination, assessment, planning, delivery and review of service user care by staff in designated area(s). * Work as part of the multidisciplinary team in providing assessment and appropriate interventions to service users and their families. * Accept any responsibilities in relation to service users as agreed within the multi-disciplinary team and undertake individual and group work as required. * Plan, implement and evaluate care plans, as part of a multi-disciplinary team, ensuring the written and verbal reporting of general and individual treatment programmes. * Recognise service users as expert through experience, promoting their participation in care planning, decision-making and service delivery. * Develop an understanding of how previous life experiences affect service users and incorporate this into practice. * Work in partnership with the parent, family, and other agencies on behalf of the service user. * Attend meetings, case conferences etc. as required. * Work as a key worker for the service user as required. * Attend court if required. * In consultation with the various Heads of Discipline, implement and assess quality management programmes. * Participate in clinical audit, initiate and participate in research studies as appropriate. * Ensure clinical records are maintained to the required standard and that appropriate statistical information is provided. * Seek the advice of relevant personnel as required.   **Education, Training & Professional Development**   * Undertake ongoing professional training and development. * Take an active role in supervision in accordance with the local/national supervision policy. Supervise Social Care Worker staff as appropriate. * Engage in reflective and evidence-based practice. * Participate in the identification, development and delivery of induction, education, training and development programmes for staff. * Engage in the HSE performance achievement process in conjunction with your Line Manager and staff as appropriate. * Provide guidance and education for work experience students. * Keep abreast of legislation and professional developments in social care and mental health. * Keep up to date with organisational developments within the Irish Health Service.   **Risk, Health & Safety**   * Work in a safe manner with due care and attention to the safety of self and others. * Be responsible for own health and wellbeing in order to carry out the duties of the role / be committed to managing own work / life balance. * Comply with and contribute to the development of policies, procedures, guidelines and safe professional practice. * Ensure that effective safety procedures are developed and managed to comply with statutory obligations, in conjunction with relevant staff e.g. health and safety procedures, emergency procedures. * Observe, report and take appropriate action on any matter which may be detrimental to staff and / or service user care or wellbeing / may be inhibiting the efficient provision of care. * Document appropriately and report any near misses, hazards, accidents, incidents or concerns and bring them to the attention of designated individual(s) in line with best practice. * Be aware of risk management issues. Adequately identifies, assesses, manages and monitors risk within their area of responsibility * Be familiar with emergency procedures and know who to contact in an emergency. * Have a working knowledge of the Health Information and Quality Authority (HIQA) Standards as they apply to the role for example, Standards for Healthcare, National Standards for the Prevention and Control of Healthcare Associated Infections, Hygiene Standards etc.and comply with associated HSE protocols for implementing and maintaining these standards as appropriate to the role. * Support, promote and actively participate in sustainable energy, water and waste initiatives to create a more sustainable, low carbon and efficient health service.   **Management & Administration**   * Contribute to the ongoing development of the service in keeping with good practice and HSE objectives. * Contribute to the service planning process; recognising and replicating successful interventions and by identifying unmet needs and service requirements into the future. * Contribute to the development of reports including annual reports, performance indicators etc. as required. * Assist in the administration and day-to-day operation of the service. * Provide leadership and inspire motivation to optimise service delivery e.g. by developing teams and promoting change management. * Promote a culture that values diversity and respect. * Ensure compliance with and implement HR policies, procedures, and guidelines. * Be responsible for the probationary appraisal of staff and the completion of probationary appraisal reports as required. Make appropriate recommendations regarding whether employees’ standard of work during probation is satisfactory and whether appointments should be confirmed. * Contribute to the development and implementation of policy, information sharing protocols, audit systems and referral and integrated care pathways. * Maintain and ensure a high standard of documentation, including service user files in accordance with local guidelines, the principles of confidentiality, the Freedom of Information (FOI) and GDPR Acts. * Effectively manage the budget allocation. * Deputise for management as required. * Assist in ensuring that the social work service makes the most efficient and effective use of developments in IT.   **The above Job Specification is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to them from time to time and to contribute to the development of the post while in office.** |
| **Skills, competencies and/or knowledge** | ***For Example:***  *The candidate must demonstrate*  **Professional Knowledge / Experience**  *For example:*   * Sufficient clinical and professional knowledge to carry out the duties and responsibilities of the role. * An understanding of theory and practice in the delivery of care to the client group. * Sufficient awareness of policy, legislative and professional requirements to ensure an appropriate standard of service delivery (e.g. a working knowledge of the Children First Guidelines, Health Act 2007 (Care and support of residents in designated centres for persons (Children and Adults with Disabilities) Regulations 2013 S.I. No 367 of 2013, HIQA standards and requirements as related to the function of the role). * An ability to apply knowledge to best practice. * Ability to utilise supervision effectively. * A willingness to develop IT skills relevant to the role. * Commitment to continuing professional development.   **Planning and Managing Resources**  *For example:*   * Aligns service delivery with the strategy of the organisation. * Sets and communicates the strategic priorities for the function each year. * Develops service plans that aim to anticipate the changing needs of service users and harness developing professional practice. * Demonstrates the capacity to plan and deliver care in an effective and resourceful manner within a model of person-centred care. * Regularly quantifies and evaluates activities against service plans (including value-for-money audit) and takes timely action to correct potential difficulties.   **Managing & Developing (Self & Others)**  *For example:*   * Demonstrates leadership and team management skills and the ability to work as part of a multidisciplinary team. * Articulates a compelling vision for the role and contribution of each team member to the service. * Demonstrates the ability to manage and develop self and others in a busy working environment including the ability to prioritise caseloads for self and others. * Creates an enthusiastic and committed work climate. * Takes the lead on standards setting and implementation; leads and manages change.   **Evaluating Information and Judging Situation**  *For example:*   * Demonstrates the ability to adopt a system overview. * Adopts a proactive forward-planning approach to service delivery in consultation with relevant stakeholders. * Looks ahead and anticipates substantive issues. * Demonstrates the ability to evaluate information and make effective decisions especially with regard to service user care.   **Commitment to Providing a Quality Service**  *For example:*   * Demonstrates a commitment to assuring high standards and strives for a user centred service. * Demonstrates initiative and innovation in identifying areas for service improvement. * Displays an appreciation of the service user as expert through experience including promoting the role of service user in care planning, decision-making and service development. * Demonstrates flexibility and openness to change.   **Communication & Interpersonal Skills**  *For example:*   * Displays effective interpersonal and communication (verbal and written skills). * Works collaboratively with multiple stakeholders in understanding and establishing expectations and desired outcomes. * Demonstrates skills in mediation, conciliation and advocacy and the ability to collaborate with colleagues, families etc. * Demonstrates the ability to empathise with and treat others with dignity and respect. |