

**Social Care Manager**

**Job Specification & Terms and Conditions**

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| **Job Title, Grade Code** | **Social Care Manager**  (Grade Code: 392X) |
| **Remuneration** | The salary scale for the post is:  Insert the relevant salary scale for this position.  For example:  XX,XXX - XX,XXX - XX,XXX - XX,XXX - XX,XXX - - **XX,XXX LSI** (DD/MM/YY)  Salary Scales are updated periodically and the most up to date versions can be found here: <https://healthservice.hse.ie/staff/benefits-services/pay/pay-scales.html> |
| **Campaign Reference** | To be completed by Recruiter. |
| **Closing Date** | To be completed by Recruiter. |
| **Proposed Interview Date (s)** | To be completed by Recruiter. |
| **Taking up Appointment** | A start date will be indicated at job offer stage. |
| **Location of Post** | Insert location  There is currently xx permanent / specified purpose / part time / whole-time vacancy available in xxxxxxxxxx  A panel may be formed as a result of this campaign for xxxxxxxxxxx from which current and future, permanent and specified purpose vacancies of full or part-time duration may be filled. |
| **Informal Enquiries** | Please provide name & contact details for person who will deal with informal enquiries. |
| **Details of Service** | Provide details to the following types of questions:   * What service does the unit provide? * What client group is served by the unit? * What are the possible future developments for the service? * What is the team structure? * What area is covered by this service?   There is no limit to the text that can be inserted here. Please use this section to highlight the service and generate interest in the service and job being recruited for |
| **Reporting Relationship** | Please outline reporting relationships associated with the post:   * To whom will the job holder report? * Who will report to the job holder? |
| **Key Working Relationships** | Provide a brief overview of the types of people that the job holder will typically engage with in the fulfilment of the duties and responsibilities of their role. This overview should provide the applicant with a sense for the key working relationships associated with the role. |
| **Purpose of the Post** | What is the overall high-level purpose of the job?  *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** | *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.** |
| **Eligibility Criteria**  **Qualifications and/ or experience** | **Candidates must have at the latest date of application:**  **Please insert Eligibility Criteria for the post - see HSE website at:** [**http://hse.ie/eng/staff/Jobs/Eligibility\_Criteria/**](http://hse.ie/eng/staff/Jobs/Eligibility_Criteria/)  **Health**  A candidate for and any person holding the office must be fully competent and capable of undertaking the duties attached to the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.  **Character**  Each candidate for and any person holding the office must be of good character. |
| **Post Specific Requirements** | **This section may be used to specify that candidates must demonstrate particular experience deemed necessary for safe and effective performance in the role**  **e.g.**   * **depth and breadth of experience in providing a service to marginalised communities** * **depth and breadth of experience of working in a High Dependency Unit in an Acute setting** * **depth and breadth of experience of delivering concurrent, multiple projects.**   **Post specific requirements mostly relate to a specific role and might include education / experience required for a specific post in a specific location / may include specialisms e.g. ICU course or experience. We don’t include ‘Nice to have’ / ‘Desirable’ criteria – either a criterion is essential to the role or it isn't. Avoid including ‘numerical data’ here e.g. must have x no. of months / years’ experience in XXX. Instead it is more helpful to detail what it is you want the applicants to know / be able to do.** |
| **Other requirements specific to the post** | **Please outline if there are specific practical requirements that are specific to the post**  **e.g.**   * **have access to appropriate transport to fulfil the requirements of the role** * **participate in an on-call rota** |
| **Skills, competencies and/or knowledge** | **Professional Knowledge / Experience**  *For example demonstrates:*   * 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 Situations**  *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. |
| **Campaign Specific Selection Process**  **Ranking/Shortlisting / Interview** | A ranking and or shortlisting exercise may be carried out on the basis of information supplied in your application form. The criteria for ranking and or shortlisting are based on the requirements of the post as outlined in the eligibility criteria and skills, competencies and/or knowledge section of this job specification. Therefore it is very important that you think about your experience in light of those requirements.  Failure to include information regarding these requirements may result in you not being called forward to the next stage of the selection process.  Those successful at the ranking stage of this process (where applied) will be placed on an order of merit and will be called to interview in ‘bands’ depending on the service needs of the organisation. |
| **Diversity, Equality and Inclusion** | The HSE is an equal opportunities employer.  Employees of the HSE bring a range of skills, talents, diverse thinking and experience to the organisation. The HSE believes passionately that employing a diverse workforce is central to its success – we aim to develop the workforce of the HSE so that it reflects the diversity of HSE service users and to strengthen it through accommodating and valuing different perspectives. Ultimately this will result in improved service user and employee experience.  The HSE is committed to creating a positive working environment whereby all employees inclusive of age, civil status, disability, ethnicity and race, family status, gender, membership of the Traveller community, religion and sexual orientation are respected, valued and can reach their full potential. The HSE aims to achieve this through development of an organisational culture where injustice, bias and discrimination are not tolerated.  The HSE welcomes people with diverse backgrounds and offers a range of supports and resources to staff, such as those who require a reasonable accommodation at work because of a disability or long term health condition.  For further information on the HSE commitment to Diversity, Equality and Inclusion, please visit the Diversity, Equality and Inclusion web page at <https://www.hse.ie/eng/staff/resources/diversity/> |
| **Code of Practice** | The Health Service Executive will run this campaign in compliance with the Code of Practice prepared by the Commission for Public Service Appointments (CPSA).  The CPSA is responsible for establishing the principles that should be followed when making an appointment. These are set out in the CPSA Code of Practice. The Code outlines the standards that should be adhered to at each stage of the selection process and sets out the review and appeal mechanisms open to candidates should they be unhappy with a selection process.  The CPSA Code of Practice can be accessed via <https://www.cpsa.ie/>. |
| The reform programme outlined for the Health Services may impact on this role and as structures change the Job Specification may be reviewed.  This Job Specification is a guide to the general range of duties assigned to the post holder. It is intended to be neither definitive nor restrictive and is subject to periodic review with the employee concerned. | |

**Social Care Manager**

**Terms and Conditions of Employment**

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| **Tenure** | The current vacancy available is **permanent/temporary** and **whole time/part-time.**  The post is pensionable. A panel may be created from which permanent and specified purpose vacancies of full or part time duration may be filled. The tenure of these posts will be indicated at “expression of interest” stage.  Appointment as an employee of the Health Service Executive is governed by the Health Act 2004 and the Public Service Management (Recruitment and Appointments) Act 2004 and Public Service Management (Recruitment and Appointments) Amendment Act 2013. |
| **Remuneration** | The Salary scale for the post is: **PLEASE INSERT (Pro Rata - part-time)**  **PLEASE INSERT the most recent salary scales for the role and grade code.**  New appointees to any grade start at the minimum point of the scale. Incremental credit will be applied for recognised relevant service in Ireland and abroad (Department of Health Circular 2/2011). Incremental credit is normally granted on appointment, in respect of previous experience in the Civil Service, Local Authorities, Health Service and other Public Service Bodies and Statutory Agencies. |
| **Working Week** | The standard working week applying to the post is to be confirmed at Job Offer stage.  **Please include the following paragraph for posts that traditionally worked 9-5, Monday to Friday. Do not include for nursing and other posts that are required to work shifts over a 7-day week.**  HSE Circular 003-2009 “Matching Working Patterns to Service Needs (Extended Working Day / Week Arrangements); Framework for Implementation of Clause 30.4 of Towards 2016” applies. Under the terms of this circular, all new entrants and staff appointed to promotional posts from Dec 16th, 2008 will be required to work agreed roster / on call arrangements as advised by their line manager. Contracted hours of work are liable to change between the hours of 8am-8pm over seven days to meet the requirements for extended day services in accordance with the terms of the Framework Agreement (Implementation of Clause 30.4 of Towards 2016). |
| **Annual Leave** | The annual leave associated with the post will be confirmed at Contracting stage. |
| **Superannuation** | This is a pensionable position with the HSE. The successful candidate will upon appointment become a member of the appropriate pension scheme. Pension scheme membership will be notified within the contract of employment. Members of pre-existing pension schemes who transferred to the HSE on the 01st January 2005 pursuant to Section 60 of the Health Act 2004 are entitled to superannuation benefit terms under the HSE Scheme which are no less favourable to those which they were entitled to at 31st December 2004 |
| **Age** | The Public Service Superannuation (Age of Retirement) Act, 2018\* set 70 years as the compulsory retirement age for public servants.  ***\* Public Servants not affected by this legislation:***  Public servants joining the public service or re-joining the public service with a 26 week break in service, between 1 April 2004 and 31 December 2012 (new entrants) have no compulsory retirement age.  Public servants, joining the public service or re-joining the public service after a 26 week break, after 1 January 2013 are members of the Single Pension Scheme and have a compulsory retirement age of 70. |
| **Probation** | Every appointment of a person who is not already a permanent officer of the Health Service Executive or of a Local Authority shall be subject to a probationary period of 12 months as stipulated in the Department of Health Circular No.10/71. |
| **Protection of Children Guidance and Legislation** | The welfare and protection of children is the responsibility of all HSE staff. You must be aware of and understand your specific responsibilities under the Children First Act 2015, the Protections for Persons Reporting Child Abuse Act 1998 in accordance with Section 2, Children First National Guidance and other relevant child safeguarding legislation and policies.  Some staff have additional responsibilities such as Line Managers, Designated Officers and Mandated Persons. You should check if you are a Designated Officer and / or a Mandated Person and be familiar with the related roles and legal responsibilities.  For further information, guidance and resources please visit: [HSE Children First webpage](https://www.hse.ie/eng/services/list/2/primarycare/childrenfirst/resources/). |
| **Infection Control** | Have a working knowledge of 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. |
| **Health & Safety** | It is the responsibility of line managers to ensure that the management of safety, health and welfare is successfully integrated into all activities undertaken within their area of responsibility, so far as is reasonably practicable. Line managers are named and roles and responsibilities detailed in the relevant Site Specific Safety Statement (SSSS).  Key responsibilities include:   * Developing a SSSS for the department/service[[1]](#footnote-1), as applicable, based on the identification of hazards and the assessment of risks, and reviewing/updating same on a regular basis (at least annually) and in the event of any significant change in the work activity or place of work. * Ensuring that Occupational Safety and Health (OSH) is integrated into day-to-day business, providing Systems Of Work (SOW) that are planned, organised, performed, maintained, and revised as appropriate, and ensuring that all safety related records are maintained and available for inspection. * Consulting and communicating with staff and safety representatives on OSH matters. * Ensuring a training needs assessment (TNA) is undertaken for employees, facilitating their attendance at statutory OSH training, and ensuring records are maintained for each employee. * Ensuring that all incidents occurring within the relevant department/service are appropriately managed and investigated in accordance with HSE procedures[[2]](#footnote-2). * Seeking advice from health and safety professionals through the National Health and Safety Function Helpdesk as appropriate. * Reviewing the health and safety performance of the ward/department/service and staff through, respectively, local audit and performance achievement meetings for example.   **Note**: Detailed roles and responsibilities of Line Managers are outlined in local SSSS. |

**\*\*\*\*\*\*\*Helpful Reminders\*\*\*\*\*\*\***

**1) Please remember to delete any prompts and / or tables (in dark blue) in the sections above**

**2) Ensure all fonts are now in black**

1. A template SSSS and guidelines are available on the National Health and Safety Function, here: <https://www.hse.ie/eng/staff/safetywellbeing/about%20us/>

   2 See link on health and safety web-pages to latest Incident Management Policy [↑](#footnote-ref-1)
2. [↑](#footnote-ref-2)