

## **Centre Manager**

### **An Saol Foundation Neurological Rehabilitation Day Centre Santry**

The An Saol Foundation's Day Neurological Rehabilitation Day Centre provides advanced services for clients presenting with a severe Acquired Brain Injury (sABI) and their families / circle of support. The service will initially cover a three to five project client unit, with additional clients from the community presenting with neurological conditions or injuries, and is part of a 3-year pilot demonstrator project supported by the HSE, based on Dublin's Northside. It is envisaged that the service will be extended to residential and respite care and to other regions in Ireland over time. The client-centred service is highly innovative and will be delivered under national and international guidance by leading experts in the field. We have a firm belief in a multidisciplinary approach and expect applicants to be prepared to fully embrace a cross-disciplinary, open, inclusive, and holistic service delivery aimed at the improvement of and support for a client-defined quality of life.

Our work already has changed the life of our clients. For the first time, many have now access to a place to live their life, a voice, and the support they require.

We subscribe to a client-driven model of service delivery as outlined, among others, by the HSE Disability Services' [New Directions Person-Centred Planning Framework](#). In this framework, person-centred planning supports clients to make choices about how they want to live their life. Person-centred planning is about their hopes and dreams. It is a chance for them and their families to set goals and say what supports they need to reach their goals.

At the An Saol Foundation, we invest in the development of our staff through training and international placements. Staff will be encouraged to learn, grow and develop their career with us. This will be supported by the use of state-of-the-art therapy equipment (including robot-supported gait training equipment), as well as by our collaboration with a number of national and international institutions, universities and researchers.

Reporting to: CEO (or person nominated by CEO)

The Centre Manager of the An Saol Foundation is responsible for and handles routine and advanced duties for the day-to-day running of its Neurological Rehabilitation Day Centre and the delivery of its rehabilitation programme under the direction of the CEO. This includes compliance with existing procedures and agreements, and regular reporting to and collaboration with the CEO.

The Centre Manager reports directly to, assists, and, where necessary, deputises for the CEO.

#### **Reports**

- Rehabilitation Staff
- Administrative Assistant

Salary: 49,837 - 64,786 (equivalent Grade VII Clerical)

<https://www.hse.ie/eng/staff/resources/hr-circulars/1-january-2020-consolidated-payscales.pdf>)

Working hours: Mon-Fri 09:00 to 17:30 (including 30 mins. break) - tbc

Holidays: 20 days p.a. - tbc

Preferred start date: 12 May 2021

Contract duration: to end of 2021

Please submit your application, including Cover Letter and CV to: [info@ansaol.ie](mailto:info@ansaol.ie)

**Last date for submission: 04 May 2021**

## **DUTIES AND RESPONSIBILITIES**

- Implement the An Saol Project, including the delivery of an inclusive, client-driven rehabilitation programme focussing on increased quality of life for client (families)
  - Therapy as determined in close consultation by client (families)
  - Social activities as agreed in close consultation with client (families)
- Develop the client (families') voice and make sure it's heard (in the Centre and society) implementing the HSE's "New Directions" Person-Centred Programme Framework
- Advocacy for client (families), including human rights
- Clear goal setting for and follow up on deliverables incl.
  - Number of project and community clients
  - Number of therapy hours delivered (vs. capacity)
- Fundraising activities
  - Annual Fundraiser: Iron-Month (May)
- Develop support and structure for volunteering with An Saol
  - Target: x volunteers in 2021
- Develop social media presence
- Training and Education Programme
- Develop services to the community with the aim of a full loading of therapists and equipment
- Prepare regular reports on performance metrics, such as
  - Number of Clients
  - Number of Enquiries
  - Waiting list by type of service
  - Client satisfaction
- Ensure appropriate procedures and processes are implemented
  - IT
  - Regulatory processes and procedures mandated by the HSE, CORU and the Charity Regulator
- Ensure smooth operation of rehabilitation programme delivery and administration.

## **REQUIREMENTS**

### **Professional Knowledge & Experience**

Demonstrate:

- Knowledge and understanding of An Saol's mission.
- Knowledge of Covid-19 safeguards and the HSA's return to work protocol.
- Knowledge of HSE Rules and regulations and governing legislation.
- Knowledge of relevant standards, policies and legislation, for example Health and Safety, Freedom of Information Act 2001, GDPR etc.
- Knowledge of the health service including knowledge of HSE reform.
- Experience managing volunteers and organising fundraising events.
- Commitment to human rights activism/advocacy.
- Knowledge of human rights campaign planning and delivery.
- Knowledge of the issues, developments and current thinking on best practice in relation to service quality improvement and relevance to improved patient outcomes.
- Knowledge and experience of designing, developing, delivering and evaluating education, training and/or learning programmes.
- Knowledge and understanding of person-centred and client self-management oriented practices.
- Knowledge, understanding and experience of project management / team leadership.

### **Building and Maintaining Relationships including Teamwork & Leadership Skills**

Demonstrate:

- Capacity for management, responsibility and demonstration of initiative.
- Ability to effectively lead groups or projects to successful outcomes.
- Training/experience in conflict management/mediation.
- Capacity to encourage others to embrace an improvement agenda.
- Flexibility and willingness to adapt and capacity to positively contribute to the implementation of change and improvement.
- The ability to support, develop and empower staff in changing work practices and embed continuous service quality improvement ethos in a challenging environment within existing resources.
- Strategic awareness and thinking.
- Track record of collaborative and inter professional working.
- Excellent skills in relationship building and influencing.
- Ability to influence and negotiate effectively to achieve objectives.
- Interest in and commitment to developing others in using improvement science to effect change and achieve sustainable improvements.
- The ability to build and maintain relationships with all stakeholders, including staff, clients and third parties, and to achieve results through collaborative working.
- The ability to work both independently and collaboratively within a dynamic team and multi stakeholder environment.
- The ability to lead the team by example, coaching and supporting individuals as required.
- Flexibility, adaptability and openness to working effectively in a changing environment.
- The ability to work with the team to facilitate high performance, developing clear and realistic objectives.
- The ability to address performance issues as they arise.
- The ability to work both independently and as part of a team.
- Motivation and an innovative approach to the job within a changing working environment.

### **Critical Analysis, Problem Solving & Decision Making**

Demonstrate:

- Excellent analytical, problem solving and decision-making skills.
- Ability to quickly grasp and understand complex issues and the impact on service delivery.
- Ability to confidently explain the rationale behind decisions when faced with opposition.
- Ability to make sound decisions with a well-reasoned rationale and to stand by these.
- Initiative in the resolution of complex issues.
- Ability to gather and analyse information from relevant sources, weighing up a range of critical factors to develop solutions and make decisions as appropriate
- Ability to make sound decisions with a well-reasoned rationale and to stand by these.
- Capacity to develop new proposals and put forward solutions to address problems.
- Ability to appropriately analyse and interpret information, develop solutions and contribute to decisions quickly and accurately as appropriate.
- Ability to recognise when it is appropriate to refer decisions to a higher level of management.
- Capacity to recommend decisions proactively.
- Anticipate problems and recognise when to involve other parties (at the appropriate time and level).
- The ability to consider the range of options available, involve other parties at the appropriate time and level, to make balanced and timely decisions.
- Effective problem solving in complex work environments.

### **Planning & Organising and Delivery of Results**

Demonstrate:

- Ability to proactively identify areas for improvement and to develop practical solutions for their implementation.
- Ability to embrace change and adapt local work practices accordingly by finding practical ways to make policies work, ensuring the team knows how to action changes.
- Ability to use resources effectively, challenging processes to improve efficiencies where appropriate.
- Ability to prioritise, organise and schedule a wide variety of tasks and to manage competing demands and tight deadlines while consistently maintaining high standards and positive working relationships.
- Evidence of effective project planning and organisational skills.
- Ability to improve efficiency within the working environment and the ability to evolve and adapt to a rapid changing environment.
- Ability to take personal responsibility to initiate activities and drive objectives through to a conclusion.
- Ability to use computer technology effectively for the management and delivery of results.
- Ability to take responsibility and be accountable for the delivery of agreed objectives.
- A logical and pragmatic approach to workload, delivering the best possible results with the resources available.
- Ability to manage deadlines and effectively handle multiple tasks.

### **Communication and Interpersonal Skills**

Demonstrate:

- Excellent communication and interpersonal skills with an ability to engage effectively with a wide range of stakeholders.
- Ability to present information clearly, concisely and confidently when speaking and in writing, tailoring to meet the needs of the audience.
- Effective verbal communication skills, delivering complex information clearly, concisely and confidently.
- Ability to build and maintain relationships with colleagues and other stakeholders.
- Excellent knowledge of MS Office including Word, Excel and PowerPoint.
- Conflict management /mediation training /experience.

### **Commitment to Quality Service**

Demonstrate:

- Evidence of incorporating the needs of the service user into service delivery.
- Evidence of proactively identifying areas for improvement and the development of practical solutions for their implementation.
- Commitment to developing own knowledge and expertise.
- Awareness and appreciation of the service users.
- A commitment to promoting and maintaining high work standards.
- Evidence of setting high standards of performance for self and others, ensuring accurate attention to detail and consistent adherence to procedures and current standards within area of responsibility.