



Job title:	Director of Services
Location:	4 Castle Street, Dublin 2
Reports to:	CEO
Purpose:	The Director of Services will display excellent leadership skills to develop and manage integrated care pathways, ensuring effective service delivery for all Ruhama service users. They will ensure the delivery of all aspects of the service is in line with the Strategic Plan.
Salary:	€65,000 - €71,675 (commensurate with experience)

Overview of role:

Reporting to and deputising for the CEO, this role encompasses management and oversight of all Ruhama’s service provision to women impacted by prostitution and sex trafficking. The Director of Services will support the CEO in all planning and activity to ensure organisation structure and accountabilities are aligned with strategic and operational requirements, implementing improvements and change as required.

KEY DUTIES & RESPONSIBILITIES:

Service Delivery

- To oversee the day-to-day operations of service provision
- To oversee standard assessment, referral pathways and shared care planning
- To ensure that care plans and a case management system are monitored and regularly reviewed for all service users who are engaged in the service
- Ensure changes/improvements to service provision are based on service users’ needs and current trends and patterns
- Manage the growth and development of interagency partnerships working with Ruhama
- Develop and implement the annual operational service plan in line with agreed annual strategic plan priorities
- To oversee the development of Ruhama services regionally including services currently operating in the Midlands and Limerick
- Monitor and review clinical record keeping systems with a focus on outcomes
- Keep abreast of best practice in relation to prostitution and sex trafficking
- Oversee the delivery of new and existing evidence-based interventions to service users
- Prepare and progress strong business cases for future service growth and development
- Advocate re identified gaps in service provision and problem solve in conjunction with other

stakeholders

- To innovate and help grow the expansion of the organisation
- Ensure risk management is prioritised and adhered to
- Monitor and evaluate the effectiveness of service provision through mediums such as data collection, emerging trends, service user and staff feedback, evaluations and audits
- Network, liaise & represent Ruhama in public fora advocating on behalf of the organisation

Staff Support

- Provide consistent and excellent leadership skills to support staff in the delivery of all areas of their roles
- To provide support and supervision to staff
- To oversee the training and development needs of staff in line with CPD
- To manage the recruitment, selection, appraisal, and development of staff
- Implement and manage performance management processes
- Promote and support innovation and adaption to change at individual and team level

Finance/Administration

- Assist CEO in the annual budget preparation regarding service provision
- Ensure all aspects of service provision is delivered in line with budget and immediately report any deviations to the CEO
- To keep accurate records and document all relevant work on the Ruhama database
- To monitor, track and evaluate all work
- To comply with all Ruhama policies and procedures
- To attend supervision with the CEO
- Any other appropriate duties requested by the CEO

PERSON SPECIFICATION

The person specification sets out the essential abilities and qualities needed by the successful candidate for this post.

Qualifications

1. A relevant 3rd level qualification in the Human Services Sector e.g., Social Work/Care, Psychology, Nursing, Counselling/Psychotherapy, or related field. [Essential]
2. Professional management qualification. [Desirable]

Experience

1. Three years+ in paid management role. [Essential]
2. Direct experience of case management model and trauma informed approach. [Essential]
3. Experience of staff supervision and support. [Essential]
4. Experience of working with marginalized and vulnerable women with complex needs. [Essential]
5. Previous experience at a senior level in an NGO, in public health or social care with socially disadvantaged groups or communities. [Desirable]

Knowledge

1. An understanding of the exploitative nature of prostitution and its impacts on women involved. [Essential]
2. Demonstrates knowledge of the commercial sex trade. [Essential]
3. Knowledge of evidence-based interventions for women who have been sexually exploited. [Desirable]

Skills and Abilities

1. Excellent communication, leadership, and inter-personal skills across all levels of the organisation.
2. Ability to consult, liaise and negotiate with service users, and a multitude of stakeholders including

healthcare professionals.

3. Ability to manage challenging behaviour.
4. Demonstrate competence and professionalism to carry out the duties and responsibilities of the role.
5. Expertise and potential to further develop and deliver effective services on digital online platforms to increase services and access to service users.
6. Display evidence-based clinical knowledge in making decisions regarding service user care.
7. Demonstrate effective analytical, problem solving and decision-making skills.
8. Display skills to motivate and develop staff to deliver innovative quality services.
9. Capacity to manage a wide range of activities at once and effectively work under pressure.
10. Ability to contribute proactively, positively, and effectively across the organisation.
11. Commitment to meeting the needs of excluded and marginalised people.
12. Respect for the values and ethos of Ruhama.

Ruhama is an equal opportunities employer.