



Job title:	Head of Services
Location:	4 Castle Street, Dublin 2
Reports to:	CEO
Purpose:	The Head of Services will display excellent leadership skills to develop and manage 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:	Competitive salary 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 Head 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 provide one to one brief interventions, and group sessions to service users
- To implement and 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
- Monitor and evaluate the effectiveness of service provision through mediums such as data collection, emerging trends, service user and staff feedback, evaluations and audits
- Ensure changes/improvements to service provision based on service users’ needs and current trends and patterns.
- Introduce and promote new service models based on evidence based practice
- Manage the growth and development of interagency partnerships working with Ruhama
- Develop and implement annual operational service plans in line with agreed annual

strategic plan priorities

- Monitor and review clinical record keeping systems with a focus on outcomes
- Keep abreast of best practice in relation to prostitution and sex trafficking and represent Ruhama in this regard with external stakeholders
- Develop, initiate and participate in Quality improvement Plans.
- Oversee the delivery of evidence-based interventions to service users
- Ensure the Business Continuity plans are regularly reviewed, tested, and fit for purpose.
- Prepare and progress strong Business cases for future service 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
- Network, liaise & represent Ruhama in public fora advocating on behalf of the organisation and our service user group. Building and participating in alliances with appropriate external bodies to maximise the impact of Ruhama's resources and activities, while maintaining the autonomy and unique identity of Ruhama.
- Oversee planning and review days for the service and provide reports on these to the CEO
- Identify key risks and ensure they are managed to the highest quality standards

Staff Support

- Provide consistent and excellent leadership skills to support staff in the delivery of all areas of their roles
 - Implement and embed Team Leader structures, ensuring appropriate delegation and development of a strong internal resource at this level, delivering a potential career structure for staff
 - To provide support and supervision to staff
 - To oversee the training and development needs of staff and to develop training opportunities for them in line with quality standards & 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. Knowledge of evidence-based interventions for women who have been sexually exploited. [Essential]
2. An understanding of the exploitative nature of prostitution and its impacts on women involved. [Essential]
3. Demonstrates knowledge of the commercial sex trade and the issue of human trafficking. [Essential]

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 practitioner 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 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.