



Job title:	Regional Manager
Locations:	<p>Head Office - 4 Castle Street, Dublin 2</p> <p>Current Regional Offices Cork: Heron House, Blackpool, Cork, T23 R50R Limerick: Mahon House, Upper William St, Limerick, V94 T8KR Offaly: Unit 1, The Tanyard Resource Centre, Tanyard Lane, Tullamore, Offaly</p> <p>Post location is flexible, Cork or Limerick.</p>
Reports to:	Head of Services
Purpose & overview of role:	The Regional Manager will demonstrate excellent leadership skills to develop and expand Ruhama services regionally. The post holder will be responsible for managing staff, including caseworkers, ensuring effective regional service delivery for all Ruhama service users.

KEY DUTIES & RESPONSIBILITIES:

Leadership and Management

- To lead and drive excellent operational management to deliver quality services across the regions.
- To manage and develop teams within the existing regions (Cork/Kerry, Limerick Mid-West and the Midlands).
- To scope out and implement the expansion of Ruhama into other regions.
- To build effective partnerships with all stakeholders.
- Network, Liaise and represent Ruhama in public fora advocating on behalf of our organisation and service user group.
- Initiate and innovate to deliver partnership work and collaborative projects with other service providers.
- Create a culture of high performance, and continuous improvement
- Contribute to the implementation of Ruhama’s Strategic Plan 2024-2028.

Service Provision

- To manage the day-to-day operations of service provision with the regions.
- To implement, oversee, review and monitor standardised assessment, referral pathways and shared care planning within the area’s under their remit, in line with Ruhama’s policies and with best practice.

- 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 regionally.
- Continually monitor the effectiveness of service provision through mediums such as data collection and analysis, audit, emerging trends, service user and staff feedback and audits.
- Respond to service user presenting needs, collate and analyse data on changing presenting needs and initiate/make recommendations for change/improvements as appropriate.
- Monitor clinical record keeping systems with a focus on outcomes.
- Maintain high level expertise and knowledge of best practice in the field of Prostitution and Human Trafficking and appropriately represent Ruhama in this regard with external stakeholders.
- Ensures the implementation and delivery of evidence-based interventions to service users.

Staff Support

- Provide consistent and excellent leadership skills to support regional staff in the delivery of their roles.
- To provide support and supervision to regional staff.
- To oversee the training and development of regional staff and to develop training opportunities for them in line with quality standards & CPD.
- Manage and implement the Ruhama performance management system.

Administration

- To keep accurate records and document all relevant work in all required formats, including on the Ruhama database.
- To plan, monitor, track and evaluate all work.
- To communicate and ensure team compliance with all Ruhama policies and procedures.
- To attend supervision with the Head of Services.
- Any other appropriate duties requested by the Head of Services.

PERSON SPECIFICATION

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

Qualifications

- A relevant third level (NFQ Level 8) qualification e.g., social studies, addiction, nursing, counselling, psychology or related field is essential.
- Evidence of a track record of continuous professional development.
- A professional Management qualification is desirable.

Essential Experience

- Minimum of 3+ years' Management experience working in a frontline setting, working with vulnerable cohorts with complex and multiple needs is essential.
- Experience of case management approach is essential.
- Understanding and some experience of related issues including homelessness, addiction, mental health, immigration issues is essential.
- Experience of working in liaison with other agencies within the community, voluntary and statutory sectors is essential.

- Experience of managing and supervising staff is essential.

In addition

- Experience of Salesforce or equivalent, including developing reports is desirable.
- Excellent English is essential while additional language skills is desirable.

Knowledge

- Knowledge of evidence-based interventions for those who have been sexually exploited.
- A knowledge and understanding of a trauma informed approach.
- Knowledge of the issues facing asylum seekers, refugees, those trafficked and migrants in Ireland, especially women is desirable.
- Demonstrates a working knowledge of the complexities faced in delivering services to service users in challenging environments.

Skills and Abilities

- Excellent Leadership skills and the ability to motivate a team.
- Strong communication, organisational and delegation skills.
- Demonstrates effective problem solving and decision-making skills.
- Ability to effectively multitask and manage competing deadlines.
- To develop and maintain effective working relationships with other agencies, using an interagency approach.
- Ability to manage challenging behaviour and complex issues.
- Proven ability to use own initiative and work as part of a team.
- Ability to manage and communicate around change.
- High motivation and enthusiasm with a positive attitude and flexible in response to organisation change & development.
- Ability to maintain confidentiality within the guidelines and policies of Ruhama.
- Excellent report writing and IT skills.
- A strong interest in the area of social justice & human rights.

Other

- Availability for flexible working hours is essential.
- Full Clean Irish driving licence and access to a car is essential.
- Flexibility and willingness to travel nationally as and when required.
- Garda Vetting will apply.

Ruhama is an equal opportunities employer.