



## ROLE PROFILE

<b>Role:</b>	Services Manager (Community therapeutic team – Republic of Ireland)
<b>Reporting to:</b>	Director of Services
<b>Direct Reports:</b>	Services team in ROI
<b>Salary Scale:</b>	€54,056 - €58,023
<b>Location:</b>	Home based with Republic of Ireland remit – Travel required across Ireland
<b>Date:</b>	April 2024
<b>Term:</b>	2-year fixed term – with plan for permanency

*Cancer Fund for Children has over 30 years' experience delivering support and services to children, teenagers and young adults living with cancer and their families. As part of its 2021-2026 strategy, it has undertaken an extension of services nationally across Ireland, with the commencement of Hospital based support in CHI at Crumlin and the roll out of community-based support for children and young people. The planned development of services also includes a capital build project in Connacht.*

*With the development of services in Ireland and the growing demand for support, we are now excited to recruit a dedicated services manager for this team and the work they develop and deliver with young people and families.*

### Role Overview

The overriding remit and responsibility of the post is to provide strong leadership and management to the services staff working in hospitals and communities across Ireland.

The Services Manager will ensure organisational effectiveness through the efficient day-to-day execution of an agreed operational plan. They will implement the strategic priorities of Cancer Fund for Children based on the identified needs of children, young people and their families, and within the resources available. They will manage a dynamic and skilled team to deliver a high standard of services to children, young people and their families.

This Services Manager role will work as a part of the 'overall service management team' working closely with the existing management structure to ensure a coordinated approach to the overall support of families.

They will maintain effective working relationships at an operational level with all key stakeholders, including key referring organisations, host organisations where staff are based and other charities across Ireland. The post holder will represent the organisation and promote the needs of children and young people affected by cancer and their families.

## **Key Accountabilities**

### **1. Operational Accountabilities**

- 1.1 Develop, agree and implement, in conjunction with the Director of Services, effective operational plans for service delivery, in line with the overall Cancer Fund for Children Operational and Strategic Plans.
- 1.2 Be responsible for the effective management of all requests for CFFC support within ROI, working alongside the Connections manager/team in managing direct support requests.
- 1.3 Directly line manage a team of Cancer Support Specialists within in ROI, ensuring the effective and quality delivery of support through individual and group support for children and young people/families impacted by cancer.
- 1.4 Ensure all Cancer Fund for Children relationships are effectively managed, maximised and supported.
- 1.5 Develop, agree, monitor and report on measurable targets for the team and oversee the achievement of key objectives.

### **2. General Management Accountabilities**

- 2.1 Work closely with the existing services management team to ensure a coordinated approach to the delivery of services.
- 2.2 Ensure that the development of the overall services team is supported by effective policies and procedures designed to secure all service delivery requirements.
- 2.3 Manage the work of the community therapeutic team in ROI, seeking to ensure efficiency in all areas, adherence to agreed standards and record keeping/data management.
- 2.4 Ensure maximum cohesion and effectiveness within the team including use of resources.
- 2.5 Provide direct line management to the members of the team to ensure they receive appropriate support and direction, resources, training and professional development.
- 2.6 Provide accurate data, as determined by the Director of Services, on an agreed basis.

### **3. Financial Management Accountabilities**

- 3.1 Develop and agree annual income and expenditure budgets for the team in conjunction with the Director of Services.
- 3.2 Monitor and report on budget activity and provide cost/benefit analysis.
- 3.3 Authorise team expenditure, in line with budgets, up to a limit set by the Director of

Services.

- 3.4 Authorising monthly payment of expenses to Service Team staff and volunteers.
- 3.5 To ensure responsibility and management of all resources held within the post's remit, including of buildings, equipment and facilities.

**4. General Duties:**

- 4.1 To chair all ROI team meetings.
- 4.2 To represent Cancer Fund for Children as directed by the Director.
- 4.3 To be available for ongoing professional development / training opportunities.
- 4.4 To be available for planning, review, support and appraisal meetings.
- 4.5 To perform any other reasonable duties and specific projects deemed to be within the post-holder's competence, as assigned by management to contribute to the overall aims of the Cancer Fund for Children.

<b>Person Specification</b>
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<u>Key Criteria</u>	<u>Essential</u>	<u>Desirable</u>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Recognised Professional Qualification in Social Work, Health Care, Youth and Community work, Leadership/Management or similar</li> </ul>	<ul style="list-style-type: none"> <li>• A recognised leadership/management or coaching qualification</li> <li>• Able to demonstrate clear evidence of ongoing professional development</li> </ul>
<b>Experience / Knowledge</b>	<ul style="list-style-type: none"> <li>• Demonstratable management experience, including the management of staff and/or volunteers.</li> <li>• At least 3 years' experience of managing complex case work involving children/young people and their families</li> <li>• A proven track record in:               <ul style="list-style-type: none"> <li>▪ Managing complex or conflicting priorities in a pressurised environment</li> <li>▪ People management</li> <li>▪ Relationship management</li> <li>▪ Developing and managing budgets</li> </ul> </li> <li>• Knowledge of relevant government policy supporting children and families affected by cancer</li> <li>• Proven ability to work as part of multidisciplinary teams</li> <li>• Working knowledge of child protection legislation and procedures</li> <li>• Knowledge of assessment tools / methods</li> <li>• Proven ability to lead and implement change positively whilst managing</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in the field of critical illness, disability, bereavement and loss</li> </ul>

<b><u>Key Criteria</u></b>	<b><u>Essential</u></b>	<b><u>Desirable</u></b>
	<p>expectations of key stakeholders, including staff and service users</p> <ul style="list-style-type: none"> <li>• Proficient use of industry standard ICT software, including database packages</li> </ul>	
<b><i>Competencies</i></b>	<ul style="list-style-type: none"> <li>• Strong leadership skills</li> <li>• Supervision / people management skills</li> <li>• Results orientation</li> <li>• Excellent relationship building skills across varied groups and stakeholders</li> <li>• Strong decision making skills.</li> <li>• Innovative, resilient and adaptable to change.</li> <li>• Ability to influence decision makers and opinion formers</li> <li>• Excellent written and verbal communication skills</li> <li>• Strong report writing skills</li> <li>• Monitoring and Evaluation skills</li> <li>• Delegation skills</li> <li>• Able to manage a complex workload</li> </ul>	
<b><i>Job Circumstances</i></b>	<ul style="list-style-type: none"> <li>• Ability to travel as required</li> <li>• Driving licence or alternative means of flexible transport</li> </ul>	

***Garda vetting is a requirement of the post.***

***NB: The organisation reserves the right to enhance the above criteria to facilitate short-listing.***