



Head of Services

Spinal Injuries Ireland (SII) is Ireland's only one-to-one support service for people with a spinal cord injury. We provide a range of professional evidence-based services and resources to help people and their families adapt to life after the devastation of a spinal cord injury. The assistance we provide to each service user is specific to the needs of the person and their families.

SII's mission is to engage with people with a spinal cord injury and their family members, to address barriers to full participation in society and to empower Service Users to work towards achieving personal, social and vocational goals.

Purpose of the Role

The purpose of the role is to provide the leadership and development of the Services Team who support those living with a spinal cord injury and their families. The service is nationwide and aims to meet the complex needs of our Service Users and is delivered in accordance with the SII Strategic Plan 2019-2023. The role includes the operational management of the Services Team including the Community Outreach Team, Education, Peer Volunteers, Counselling Service, Activities Programme, and Communications Officer.

We are seeking a health or social care professional with the expertise and drive for our services to achieve the next stage of their development, building sustainable programmes, maintaining service excellence, and measuring outcomes. This is a senior management role within the organisation.

Reports to: CEO

Salary range: Negotiable depending on experience.

Hours: Full time – 37.5 hours per week, with some flexibility required.

Location: G3 The Pottery, Bakers Point, Dun Laoghaire, Co Dublin.

Person Specification

- 3-5 years leadership experience of developing and delivering support services.
- Completed a recognised degree, preferably at Master Level or equivalent in health care clinical management or leadership.
- Expertise in service delivery on digital platforms and its potential to provide services to more people.
- Salesforce experience desirable.
- Car and full, clean driving license. Must be willing to travel if required.

Key Duties and Responsibilities

Professional Leadership

- Provide strategic leadership direction for services which results in the delivery of effective, efficient quality assured services.
- Provide advice to the Management Team on issues relating to statutory requirements and professional practice in relation to HSE section 39 Service Level Agreement.
- Maintain and develop good collaborative working relationships and communications with appropriate statutory, professional, hospitals, community and voluntary organisations by representing SII as required.
- As a member of the Executive Management Team, advise the CEO and Board on service delivery and outcomes.
- Have proven management and leadership skills with an ability to communicate, negotiate and be influential at all levels across services from NRH, Major Trauma Units and Centres and at community level.
- Have broad knowledge and experience of disability services.
- Have knowledge and experience of collaborating with people with a Spinal Cord Injury and/ or neurodegenerative conditions.
- Ability to work with business, corporate and other charitable agencies.
- Develop, maintain and continuously review standards for services delivery.
- Present on the work of SII as required.
- Ensure SII acts as the patient / client advocate by ensuring that all gaps / needs are raised with the CEO.

Service Change & Development

- Develop, define and implement the core services which will be offered to SII Service Users to include outreach, vocational, educational and activities, peer support and counselling services.
- Lead on service change and development in line with the Strategic Plan.
- Develop, initiate, and participate in quality improvement plans (QIP's).
- Lead on networking across organisations nationally and internationally to benchmark services provided by SII.
- Produce strong business case for future service development.
- Plan and execute development of strategic planning for 2023 – 2028.
- Motivate and monitor the Team to achieve organisational and individual goals.
- Consult with Fundraising and Finance to support operations in line with allocated budget.
- Seek opportunities to promote SII services with key stakeholders.

Standards, Governance, Quality & Services

- Ensure the services offered by SII are provided in a safe, effective, efficient, timely and appropriate manner.
- Develop and maintain a quality system for the review of services.
- Provide and review monthly reports on service delivery.
- Manage and lead the staff delivering SII services in line with operational policies.

- Participate in Governance and Risk committee Meetings.

Research, Education and Practice Development

- Research and define the voluntary agencies by which we will develop partnerships both on a regional and national basis to ensure delivery of an in-depth service while maintaining the autonomy and unique identity of SII and our Service User's needs.
- Identify development, education and learning needs of staff and ensure that appropriate programmes are put in place.
- Monitor recent research and new developments in Spinal Cord Injury to support Service Users.
- Identify and support research into issues affecting Service Users.

This list of duties is not intended to be exhaustive, but to reflect the main duties of the position and is subject to change. Due to the size of the organization and the nature of our client group, all staff will, from time to time, be required to do duties outside of their job description. Any other duties may be allocated from time to time consistent with the position, operational plan and strategic plan.

Offer subject to reference check and Garda Vetting.

Please send CV and cover letter to Mary Dunne – mary.dunne@spinalinjuries.ie

Closing Date: 3rd June 2022