

## Hub Manager Job Description

<b>Reporting to:</b>	Adult Day Services Manager
<b>Base:</b>	Castletownbere
<b>Hours:</b>	37 hours per week
<b>Contract:</b>	Specific Purpose Contract

The following description is intended to give a broad outline of the post only. It is neither exhaustive nor definitive. Duties may be altered or amended by the organisation to suit the changing needs of the people we support. As much notice as possible will be given regarding any such changes. It is our policy to review job descriptions on an on-going basis.

### Overall Purpose of Position

The Hub Manager has overall responsibility for the operation and provision of supports and services to adults in their Hub/ hubs of responsibility including people availing of adult day services, supported employment opportunities, home support, supported living, evening and weekend supports and any other services that may be developed in the future. In line with the ethos and policies of CoAction, relevant legislation and national policies including New Directions and HIQA Regulations, the Hub Manager will lead and motivate the staff team to deliver the best possible service to the people we support. In particular, the Hub Manager will be responsible for ensuring staff work in partnership with each persons' circle of support to identify their needs and wishes and the elements each partner in the circle, in particular the person's family and CoAction, will be responsible for delivering and supporting.

Reporting to the Adult Day Services Manager, the Hub Manager will work with relevant colleagues in reviewing and reconfiguring services and developing new services in response to identified needs, best practice and national policy and in line with available funding and resources.

The Hub Manager will be required to prepare and submit reports / updates at regular intervals.

Hours of work will be 37 hours per week. Some evening and weekend work will also be required.

The Hub Manager will participate in the On-Call system

### Main Responsibilities

#### **Supports & Service Provision**

- Manage and ensure the services in the Hub or Hubs of responsibility, including but not limited to supports during the day, evenings and weekends, as identified in each persons' individual plan, are operating in line with relevant CoAction policies and HSE New Directions Policy and Standards.
- Ensure that the individual needs of each person enrolled in CoAction are regularly reviewed and assessed through the use of an agreed person-centred planning tool and in conjunction with the multi-disciplinary team (MDT) as appropriate.
- Ensure compliance with best practice and regulations by working collaboratively with managers and coordinators of other CoAction services, such as residential, respite and HomeShare, to ensure each persons' supports and goals are being provided in a seamless fashion. To facilitate this, the Hub Manager must ensure regular open communication with relevant personnel both within CoAction, HomeShare families, volunteers and the local community as appropriate.

- Be very aware of and familiar with each person being supported and the services and supports being provided to them from CoAction.
- Lead and ensure each person supported has an up to date and meaningful person centred plan with clear support needs and goals identified, both short and long term.
- Guide and motivate staff in the implementation of goals identified in each person's plan and in the delivery of supports.
- Guide staff in ensuring compliance with legal and accreditation requirements and promote a culture of best practice.
- Attend case review meetings, case conferences and Referral & Enrolment meetings as required.
- Maintain appropriate records and documentation in line with organisational policies, Salesforce, ESS, NASS, and any other such systems that may be introduced from time to time.
- Ensure that all safeguarding concerns, incidents and allegations of abuse are reported and responded to in line with organisational policy and procedures, HSE and HIQA requirements.
- As part of a team, participate in the review, reconfiguration and development of services based upon identified needs in individual plans and as necessitated based on available funding and resources.
- Promote a culture of active listening and engagement with families / significant others of the people we support so as to ensure any issues of concern, or formal complaints, are responded to appropriately and in a timely manner.
- In conjunction with the Adult Day Services Manager, liaise with the multi-disciplinary team to ensure all referrals are managed and prioritised appropriately.
- Ensure that people's options for support are explored, referrals are passed to the appropriate channels, and acted on, by the most relevant person within the Hub, and work collaboratively to ensure this happens.
- Participate in the On-Call system.
- Submit reports as requested by the Adult Day Services Manager and attend regular meetings as required.

### ***HR Responsibilities***

- Carry out line management duties including regular communication and engagement with front line managers and 'leads', formal supervision, appraisals, development performance reviews, team building and retention/motivation initiatives.
- Ensure effective planning of staff rosters in all Hubs of responsibility with particular regard to ensuring the staffing levels and skill mix are appropriate to the support needs and the number of the people being supported.
- Work with the Adult Day Services Manager and HR in the recruitment, selection, induction, training and ongoing professional development of staff.
- Maintain and monitor appropriate staff records and documentation, including annual leave records, OWT's, rosters, timesheets via ESS and any other systems that may be introduced from time to time.
- Support and encourage clear, regular and effective communication amongst staff and in particular staff who are supporting people across a number of settings.

### ***Health, Safety & Risk Management Responsibilities***

- Be the responsible person for the Health & Safety for the Hub or Hubs of responsibility as set out in the Safety Statement.
- Ensure the Health, Safety and Risk management requirements, as per relevant organisational policies and procedures and legislation are in place, managed and regularly reviewed within the area (s) of assignment.
- Ensure compliance with GDPR standards.

### ***Financial Management Responsibilities***

- Manage the overall budgets for the area of responsibility as a whole and approve purchase orders and invoices as per the organisations policies and Standard Operating Procedures as they are developed and implemented.
- With the support and guidance of the Adult Day Services Manager and Finance Manager ensure there are appropriate financial management systems in place to manage the income and expenditure of the area of responsibility.
- Ensure there is a lead person in each Hub to ensure all maintenance and repair issues are dealt with in a timely manner, ensuring buildings and transport are maintained to a high standard at all times and that issues are reported in line with organisational policy.
- Ensure that resources for the delivery of services are planned, sourced, deployed and managed with value for money in mind in agreement with the Adult Day Services Manager and in line with organisational policy.
- Manage and approve expenditure in line with CoAction's Procurement Policy, including purchase orders, invoices, expensive claims, petty cash etc.
- Manage and approve staff timesheets, Working Time forms etc. in conjunction with the policy, current systems or systems that may be introduced in the future

### ***Strategic Planning, Community Networking, Training & Professional Development***

- As part of a management team, work with colleagues to develop strategies and plans that work towards ensuring supports are provided within the persons' community, to the greatest extent possible, actively promoting community inclusion and participation at every opportunity.
- Continuously stay abreast of national and international developments and best practice in the provision of services and supports to adults with an intellectual disability, with or without autism, actively contributing to and engaging with the development of CoAction's annual service plans and strategic plans.
- Represent CoAction at local Hub level, developing relationships and strong links with families and community based organisations / groups in the area of assignment.
- Attend training and development courses that support the postholder in their role, as identified and agreed with the Adult Day Services Manager.
- Undertake any other duties commensurate with this position. Duties may be altered or amended by the organisation to suit the changing needs of the people we support and of CoAction.

### Hub Manager Person Specification

<b>Essential Qualifications</b>	<ul style="list-style-type: none"> <li>- 3<sup>rd</sup> Level Qualification in a relevant area i.e. Healthcare, Social Care, Health Economics, Youth, Community or other relevant qualification</li> </ul>
<b>Desirable Qualifications</b>	<ul style="list-style-type: none"> <li>- Recognised Management Qualification (QQI Level 6)</li> </ul>
<b>Essential Experience</b>	<ul style="list-style-type: none"> <li>- 5 years' experience of working in the social care/service setting.</li> <li>- Experience of working to professional and/or best practice standards.</li> <li>- Minimum of 2 years' experience of working in a Supervisory Management role</li> </ul>
<b>Desirable Experience</b>	<ul style="list-style-type: none"> <li>- Service management experience</li> <li>- Experience of working to the HSE New Directions Interim Standards</li> <li>- Providing supports to people in community settings</li> <li>- Supporting people to live independent lives</li> <li>- Managing supports to people in outreach contexts.</li> <li>- Project management experience</li> <li>- Experience of implementing and overseeing Social Inclusion initiatives.</li> <li>- Budgetary and resource management experience</li> <li>- Experience with databases/ systems i.e. Salesforce</li> <li>- Previous experience of reviewing and developing policies</li> <li>- Previous experience of developing and growing social capital and enhancing local networking opportunities</li> </ul>
<b>Essential Knowledge, Skills and Competencies</b>	<ul style="list-style-type: none"> <li>- Demonstrate a high degree of commitment, professionalism and dedication to the principles and ethos underpinning the HSE New Directions Interim Standards</li> <li>- Demonstrate the ability to promote and encourage a culture that reflects practices that are both safe and positive in terms of risk-taking and creativity</li> <li>- Demonstrate strong communication skills both verbal and written, with the ability to balance diplomacy with assertiveness.</li> <li>- Demonstrate an ability to build and maintain relationships with a wide variety of stakeholders</li> <li>- IT skills related to the role including Word, Excel, Databases and Report Writing</li> <li>- Demonstrate excellent organisational skills and prioritisation systems.</li> <li>- Ability to problem solve and adapt to a changing environment.</li> </ul>
<b>Desirable Knowledge, Skills and Competencies</b>	<ul style="list-style-type: none"> <li>- Knowledge of financial/ budgetary management</li> </ul>
<b>Additional Information</b>	<ul style="list-style-type: none"> <li>- Full Drivers Licence and access to a vehicle is essential</li> <li>- A flexible approach to working hours is required in order to ensure deadlines are met and to manage and oversee evening and weekend supports that are being provided, as required</li> </ul>