

## CoAction West Cork

### CEO

## Person Specification

<b>Essential Qualifications</b>	<b>Desirable Qualifications</b>
<ul style="list-style-type: none"><li>• Third level management/leadership qualification</li></ul>	<ul style="list-style-type: none"><li>• Qualification in Social Science</li><li>• CIPD (Chartered Institute of Personnel &amp; Development)</li><li>• Qualification in Health &amp; Safety</li></ul>
<b>Essential Skills &amp; Attributes</b>	<b>Desirable Skills &amp; Attributes</b>
<ul style="list-style-type: none"><li>• Leadership skills with the ability to adjust style and approach to maximise team and individual performance</li><li>• Proven track record in Project Management,</li><li>• The skills to motivate others in the empowerment of the individuals being supported</li><li>• Ability to work effectively in partnership with a wide range of stakeholders</li><li>• Understanding of and commitment to the promotion of diversity, choice and equal opportunities</li><li>• Thorough knowledge of HIQA implementation and standards</li><li>• Excellent IT &amp; Report Writing skills</li><li>• Effective organisational and time management skills</li><li>• Excellent communication skills with the ability to communicate ideas and information in the appropriate manner</li><li>• High level of Commercial acumen/Financial Management.</li></ul>	<ul style="list-style-type: none"><li>• Have a well-developed understanding of 'individual planning' concepts</li><li>• Ability to lead and motivate teams</li><li>• Accuracy and attention to detail</li><li>• Strategic Planning</li><li>• Problem Solving Skills</li><li>• Understanding of National Policy in the Disability Sector.</li></ul>
<b>Essential Experience</b>	<b>Desirable Experience</b>
<ul style="list-style-type: none"><li>• Minimum of 5 years' experience in managing at a senior level in a similar environment</li><li>• Experience of managing a range of service supports</li><li>• Experience of managing effective interdisciplinary service and supports</li><li>• Significant experience in supervision, appraisal and professional development of staff with the ability to motivate others and form good working relationships</li><li>• Track record in effective planning and management of resources and financial budgets</li><li>• Track record in managing change</li><li>• Experience of adopting systems and approaches in line with good practice and external regulation</li><li>• Experience of communicating regularly and effectively with teams and individuals at all levels.</li><li>• Experience of leading Projects to completion within defined time-frames, and budget.</li></ul>	<ul style="list-style-type: none"><li>• Experience of community development at a professional or voluntary level</li><li>• Demonstrable experience of change and project management</li><li>• Experience of working with families in a care/support environment</li><li>• Experience of facilitation, mediation, and conflict resolution</li><li>• Experience in applying positive supportive approaches for people with challenges</li><li>• Experience of working within HIQA regulated services</li><li>• Experience of staff recruitment and development.</li></ul>

## CoAction West Cork

### CEO

#### Job Description

The following description is intended to give a broad outline of the post only. It is neither inclusive nor definitive. Duties may be altered or amended to suit the changing needs of the organisation. Staff will be given as much notice as possible of any changes. It is CoAction's policy to review job descriptions on an on-going basis.

**TITLE:** CEO  
**REPORTING TO:** The Board of Directors

#### OVERALL PURPOSE OF THE POST

The CEO is responsible for leading the development and execution of CoAction's long term strategy with a view to ensuring we are providing the best possible service to the people we are supporting. The CEO is ultimately responsible for all day to day management decisions, and for implementing the organisation's long and short term plans. The CEO has overall responsibility in conjunction with the Board to maintain and develop best practice in relation to our service provision, quality systems, staff performance, financial management, programme design and delivery, person centered service planning and promotion of the company to stakeholders.

#### PERSONAL QUALITIES

- Vision for service development into the future.
- Proven track record in leading teams and developing strong working relationships.
- Strong problem solving skills.
- Resilience and empathy in working in an environment with people supported, families and staff.
- Commitment to delivering excellence in all aspects of your work.
- Display a high level of confidentiality in your work.
- Demonstration of a strong sense of purpose, and initiative.
- To be diplomatic, considered and respectful in your dealings with all whom you work with.
- To display excellent punctuality and attendance, and a strong work ethic.

#### KEY COMPETENCIES

##### 1. THE ORGANISATION AND HOW IT WORKS

The post holder will:

- Lead, in conjunction with the Board, the development of the organisation's strategy.
- Be the main conduit between the Governance of CoAction and the service provided by the organisation.
- Ensure good governance which the Board must adhere to.

- Maintain a thorough understanding of the organisation's dynamics and culture and how to work within these to achieve results.
- Know who the key stakeholders are (internal and external) and how their roles inter-relate within the organisation.
- Work with the Senior Management Team to ensure quality service provision.
- Be responsible for the quality, efficiency and effectiveness of services provided by CoAction.
- Be proactive in evolving new partnerships and innovative collaborations in progressing objectives. This may include new community partners, mainstream community resources, and working with families, friends and volunteers in achieving our objectives for people.
- Develop and maintain a broad knowledge of policies and procedures of the organisation and National Policy of the Disability Sector.
- Co-operate respectfully across functions and disciplines in the interest of a people-centred service.

## **2. LEADERSHIP AND ROLE MODEL**

The post holder will:

- Build and lead an effective management team to promote the ethos of the organisation and to actively support the voluntary element of CoAction.
- Instil pride and a common sense of purpose in the team and inspire others to maintain high professional standards and work towards common goals.
- Take steps to ensure that all team members are treated with dignity and respect and that individuals combine effectively to achieve the team objectives.
- Promote a culture of involvement and consultation within the team and respond to positive contributions, and promote and support a culture of continuous development and learning.
- Lead by example and provide clear direction.

## **3. PLANNING AND MANAGING RESOURCES**

The post holder will:

- Lead the implementation of the organisations long and short term plans in accordance with its strategy/vision.
- Be responsible for preparation and submission of HSE Service Arrangement.
- Monitor activities to ensure financial and service budgets are adhered to.
- Delegate tasks to others and ensure deadlines are met.
- Ensure the organisation is appropriately organised and staffed, and that staff recruited are of the highest calibre, in line with the organisation's recruitment policy.

## **4. EVALUATING INFORMATION AND JUDGING SITUATIONS**

The post holder will:

- Assess the principal risks to the organisation and ensure these are being monitored and managed.
- Ensure effective internal controls and management information systems are in place.
- Demonstrate sound practical judgement and decisiveness.

## **5. SETTING STANDARDS TO BE PROUD OF**

The post holder will:

- Ensure the organisation maintains high standards of social responsibility.
- Set quality standards and develop policies to ensure they are maintained.

- Monitor and evaluate procedures to ensure a quality service is delivered and strive to ensure full compliance with best practice.
- Ensure compliance with all legal and regulatory obligations.

## **6. DELIVERING QUALITY AND FAIRNESS FOR THE PEOPLE WE SUPPORT**

The post holder will:

- Promote a person centred culture within the service.
- Strive to ensure that the service is delivered in a fair and equitable manner.
- Promote accountability and transparency in the administration of the service.

## **7. INFLUENCING PEOPLE AND EVENTS**

The post holder will:

- Present compelling arguments by understanding and anticipating the agendas of others.
- Use information and facts to build an effective case.
- Involve and consult with key stakeholders tactfully and listens to their views.
- Balance diplomacy with assertiveness.

## **8. MANAGING INDIVIDUAL PERFORMANCE**

The post holder will:

- Manage his/her team in a transparent and equitable manner.
- Provide clear direction on a regular basis and adopt an approachable management style.
- Deal with under-performance in a timely manner and ensure improvement where possible.

## **9. BEING THE COMMUNICATION CHANNEL**

The post holder will:

- Communicate complex information in simple terms.
- Ensure that regular two-way communication happens across functions and levels.
- Communicate in a clear and effective manner, listening and ensuring that messages are clearly understood.
- Keep the Board fully informed of all Key Metrics

## **10. MAINTAINING COMPOSURE AND QUALITY OF WORKING LIFE**

The post holder will:

- Maintain a calm and controlled style across all situations.
- Be flexible during challenging times and persevere despite setbacks.
- Take responsibility for own health, well-being and work / life balance.

## **11. LEAD THE CHANGE AGENDA**

The post holder will:

- Promote change and continuously strive to improve the quality and efficiency of all aspects of the service.
- Take the initiative to proactively identify inefficiencies and implement solutions.
- Encourage others to embrace the change agenda.

## **DUTIES & RESPONSIBILITIES**

The following is intended for the guidance of the person assigned to the post but is not an exhaustive listing of the duties associated with the post.

1. To lead the services provided by CoAction West Cork to ensure that they are Person Centred, based on current best practice and in keeping with; CoAction's Policies, Staff Handbook, Five Year Plan and Quality system; Health and Safety Regulations and Government Health Strategy.
2. To lead change and innovation in line with the agreed strategic objectives of the organisation and lead the Management Team in the delivering the Change Agenda with positive effect throughout CoAction
3. To ensure each service complies with relevant National Disability Standards, HSE New Directions Policy and Standards, and CoAction policies.
4. To attend branch meetings, Board meetings and sub-committee meetings as required and provide monthly reports to the Board and to sub-committees of the Board of Directors. Provide other reports to the Board as requested. Work with sub-committees and working parties as required.
5. Work with the Finance Department on budget preparation and sign off, and have oversight and involvement with management accounts, insurance, and all service costings.
6. Ensure capital projects are tendered for, and managed in line with the policy of the Board.
7. To ensure each service complies with HSE Policy on Safeguarding Vulnerable Persons at Risk of Abuse.
8. To ensure the continuous evaluation and adaptation of each service in accordance with the needs of each individual supported.
9. To ensure compliance with HSE Service Level Arrangements/requests.
10. Ensure that the organisation is represented on relevant HSE Committees, National Federation, and other relevant bodies.
11. To promote the company image in the most positive manner to the people we support, staff, parents, stakeholders and the general public.
12. To attend seminars, conferences etc. at the request of the organisation.
13. To adhere to the organisation's mission, ethos, company policies and procedures.
14. To be fully familiar with the terms of the Safety Health and Welfare at Work Act.

15. Work with the Board of Directors and all relevant personnel to ensure that all branches are equipped to carry out their role as outlined in the branch handbook and are effective in doing so.

*This job description will be subject to review in the light of experience or changing circumstances and will at all times include other duties appropriate to the post that may be assigned from time to time.*